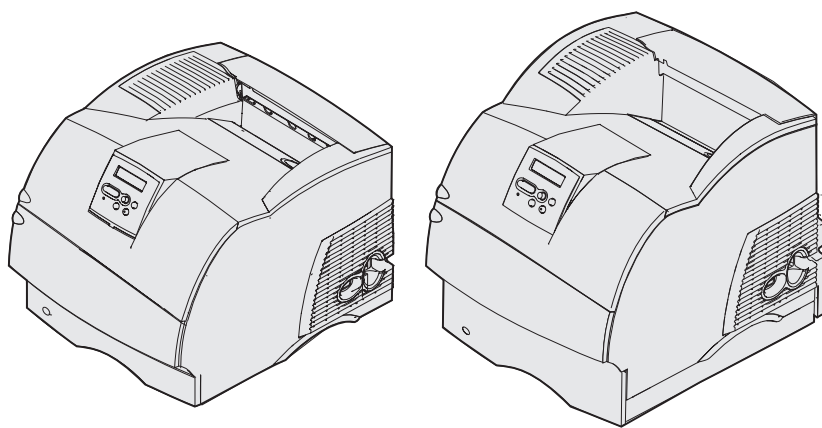
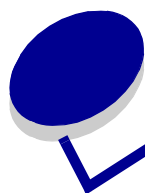


Laser printer family

User's Reference





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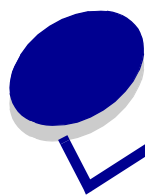
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Notices

- **Edition notice**
- **Trademarks**
- **Licensing notice**
- **Safety information**
- **Cautions, warnings, and attentions**
- **Electronic emission notices**
- **Noise emission levels**
- **Laser notice**

Edition: December 2002

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
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Safety information

- If your product is NOT marked with this symbol , it MUST be connected to an electrical outlet that is properly grounded.
CAUTION: Do not set up this product or make any electrical or cabling connections, such as the power cord or telephone, during a lightning storm.
- The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed, tested, and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts.
- Your product uses a laser.
CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.
- Your product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the [guidelines for selecting print media](#) to avoid the possibility of harmful emissions.

Cautions, warnings, and attentions

CAUTION: A caution identifies something that could cause you harm.

Warning: A warning identifies something that could damage your product hardware or software.

Attention!



This symbol identifies static-sensitive parts. Do not touch in the areas near these symbols without first touching the metal frame of the printer.

Electronic emission notices

Without a network card installed

Federal Communications Commission (FCC) compliance information statement

The base and network printers, Machine Types 4060, 4527, and 4528, have been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1329605 for parallel attach or 12A2405 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lexmark Technology & Services
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
(859) 232-3000

Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes de l'industrie du Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the directives has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

With a network card installed

Federal Communications Commission (FCC) compliance information statement

The base and network printers, Machine Types 4060, 4527, and 4528, have been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class A limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class A computing device, use a properly shielded and grounded cable such as Lexmark part number 1329605 for parallel attach or 12A2405 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Noise emission levels

Industry Canada compliance statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes de l'industrie du Canada

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the directives has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class A limits of EN 55022 and safety requirements of EN 60950.

Warning: When a print server is installed, this is a Class A product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take adequate measures.

The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

1-meter average sound pressure, dBA		
	Printer Model	
	Model I	Model II
Printing	52	54
Idling	31	31

Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1.

Laser notice

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) laser that is nominally a 5 milliwatt gallium arsenide laser operating in the wavelength region of 770-795 nanometers. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service condition.

1

Overview

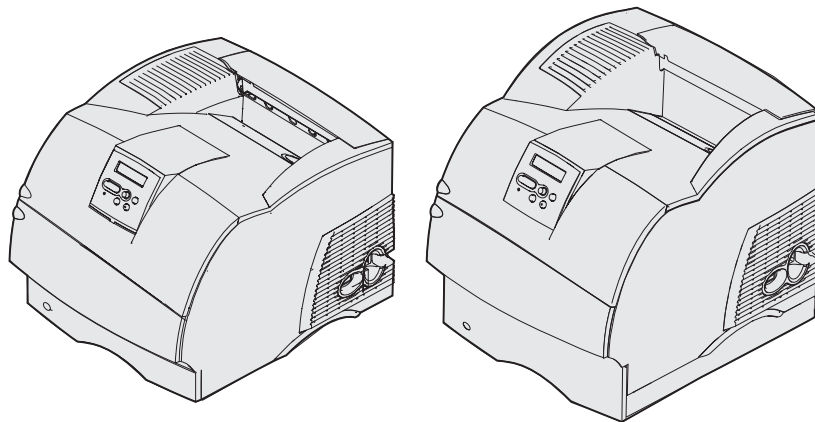
Identifying printers

Use the following illustrations to determine the features and options of your printer.

The features are not shaded in color, but the options are shaded. The illustrations also aid you in determining the installation sequence of options and the printer. For more about installation, refer to the *Setup Guide*.

Basic models

Your basic printer is available in two models.



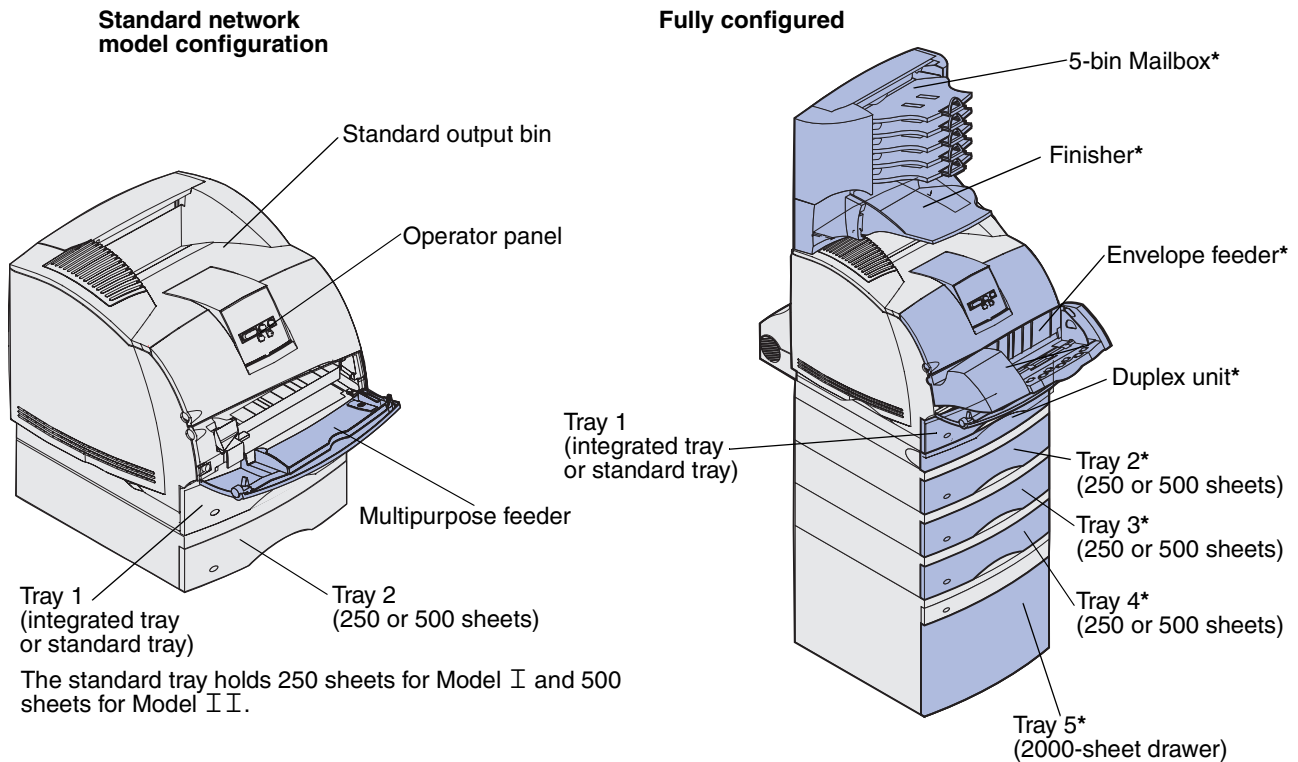
Model I

Model II

CAUTION: Do not set up this product or make any electrical or cabling connections, such as the power cord or telephone, during a lightning storm.

Configured models

The following illustrations show a standard network model configuration and a fully configured printer. If you attach print media handling options to the printer, it may look more like the fully configured model. For information on possible configurations, refer to the *Setup Guide*. Items denoted with an asterisk (*) are options.



CAUTION: Floor-mounted configurations require additional furniture. You must use either a printer stand or printer base if you are using a 2000-sheet drawer, a duplex unit and an input option, or more than one input option. If you purchased a multifunction printer (MFP) that scans, copies, and faxes, you may need additional furniture.

2 Printing

This chapter covers tips for printing, how to print certain lists of information from your printer, and how to cancel a job.

Tips for successful printing

Tips on storing print media

Store your print media properly. For more information, see [Storing print media](#).

Avoiding jams

If you select appropriate print media (paper, transparencies, labels, and card stock), you are assisting in trouble-free printing. See [Avoiding jams hints](#) for more information.

Note: We recommend that you try a limited sample of any print media you are considering using with the printer before purchasing large quantities.

By selecting appropriate print media and loading it properly, you are able to avoid most jams. See the following for instructions on loading print media:

- [Loading print media in standard and optional trays](#) (which includes the standard tray, and the optional 250- and 500-sheet trays)
- [Loading print media in optional universally adjustable trays](#) (which includes the optional 250- and 400-sheet universally adjustable trays)
- [Using and loading the optional 2000-sheet drawer](#)
- [Using and loading the multipurpose feeder](#)
- [Using and loading the optional envelope feeder](#)

If you experience a jam, see [Clearing jams](#) for instructions. For hints to help you avoid jams, see [Avoiding jams hints](#).

Sending a job to print

A printer driver is software that lets your computer communicate with your printer. When you choose **Print** from a software application, a window representing the printer driver opens. Select the

appropriate settings for the specific job you are sending to print. Print settings selected from the driver override the default settings selected from the printer operator panel.

You may need to click **Properties** or **Setup** from the initial Print box to see all of the available printer settings you can change. If you are not familiar with a feature in the printer driver window, open the online Help for more information.

To support all the printer features, use the custom printer drivers. You can also use the system drivers built into your operating system. Refer to the *Setup Guide* for more information about choosing and installing drivers.

To print a job from a typical Windows application:

- 1 Open the file you want to print.
- 2 From the File menu, select Print.
- 3 Verify that the correct printer is selected in the dialog box. Modify the printer settings as appropriate (such as the pages you want to print or the number of copies).
- 4 Click **Properties** or **Setup** to adjust printer settings not available from the first screen, and then click **OK**.
- 5 Click **OK** or **Print** to send the job to the selected printer.

Canceling a print job

There are several methods for canceling a print job.

Canceling from the printer operator panel

If the job you want to cancel is printing, and **Busy** appears on the display:

- 1 Press **Menu** to open the Job Menu.
Cancel Job appears on the second line of the display.
- 2 Press **Select**.
The message **Canceling Job** is displayed.

Canceling a job from a computer running Windows

Canceling a job from the taskbar

When you send a job to print, a small printer icon appears in the right corner of the taskbar.

- 1 Double-click the printer icon.
A list of print jobs appears in the printer window.

- 2 Select the job you want to cancel.
- 3 Press the **Delete** key on the keyboard.

Canceling a job from the desktop

- 1 Minimize all programs to reveal the desktop.
- 2 Double-click the **My Computer** icon.
- 3 Double-click the **Printers** icon.
A list of available printers appears.
- 4 Double-click the printer you selected when you sent the job.
A list of print jobs appears in the printer window.
- 5 Select the job you want to cancel.
- 6 Press the **Delete** key on the keyboard.

Canceling a job from a Macintosh computer

When you send a job to print, the printer icon for your selected printer appears on the desktop.

- 1 Double-click the printer icon on your desktop.
A list of print jobs appears in the printer window.
- 2 Press **Control** and click the print job you want to cancel.
- 3 Select **Stop Queue** from the pop-up menu that appears.

Printing the menu settings page

The menu settings page shows current settings (user default settings) for the menus, a list of installed options, and available printer memory. You can use this page to verify that all printer options are properly installed and the printer settings are correct.

See [Understanding the operator panel](#) to identify the display and operator panel buttons if you need help.

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press and release **Menu** until you see Utilities Menu, and then press **Select**.
- 3 Press and release **Menu** until you see Print Menus, and then press **Select**.

The message **Printing Menu Settings** appears while the page prints. The printer returns to the **Ready** message after the menu settings page prints.

If any other message appears when you print this page, see [Understanding the printer messages](#) for more information.

Printing a font sample list

To print samples of all the fonts currently available for your printer:

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press and release **Menu** until you see Utilities Menu, and then press **Select**.
- 3 Press and release **Menu** until **Print Fonts** appears, and then press **Select**.
- 4 Press and release **Menu** until either **PCL Fonts** or **PS Fonts** appears on the second line of the display.
 - Select **PCL Fonts** to print a listing of the fonts available to the PCL emulator.
 - Select **PS Fonts** to print a listing of the fonts available to the PostScript 3 emulator. This choice only appears when the PostScript printer language is available in the printer.
- 5 Press **Select**.

The message **Printing Font List** appears and remains on the operator panel until the page prints. The printer returns to the **Ready** state after the font sample list prints.

Printing a directory list

A directory listing shows all the resources stored in flash memory or on the hard disk. To print a listing:

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press and release **Menu** until you see Utilities Menu, and then press **Select**.
- 3 Press and release **Menu** until **Print Directory** appears, and then press **Select**.

The message **Printing Directory List** appears and remains on the operator panel until the page prints. The printer returns to the **Ready** state after the directory list prints.

Printing a confidential job

When you send a job to the printer, you can enter a personal identification number (PIN) from the driver. The PIN must be four digits using the numbers 1–6. The job is held in printer memory until you enter the same four-digit PIN from the operator panel and choose to print or delete the job. This ensures that the job does not print until you are there to retrieve it, and no one else using the printer can print the job.

This will only work with the custom drivers that came on the drivers CD which shipped with your printer.

- 1 In your word processor, spreadsheet, browser, or other application, select File ► Print.
- 2 Click **Properties**. (If there is no Properties button, click **Setup**, and then click **Properties**.)
- 3 Click **Help** and refer to the topic confidential print or print and hold. Follow instructions for printing a confidential job. (See [Confidential jobs](#).)

Go to the printer when you are ready to retrieve your confidential print job, and follow these steps:

- 4 Press and release **Menu** until you see **Job Menu**, and then press **Select**.
- 5 Press and release **Menu** until you see **Confidential Job**, and then press **Select**.
- 6 Press and release **Menu** until you see your user name, and then press **Select**.
- 7 See [Entering a personal identification number \(PIN\)](#) as follows. Continue with [step 8 on page 24](#) to print a confidential job.

Entering a personal identification number (PIN)

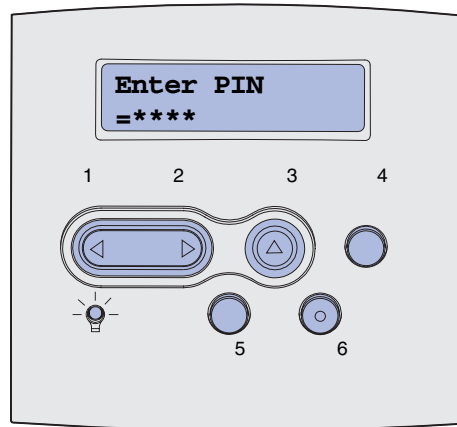
When you select Confidential Job from the Job Menu, the following prompt appears on the display after you select your user name:

Enter PIN:

=_____

- 8 Use the buttons on the operator panel to enter the four-digit PIN associated with your confidential job.

The numbers next to the button names identify which button to press for each digit (1–6). As you enter the PIN, asterisks appear on the display to ensure confidentiality.



If you enter an invalid PIN, the message **No Jobs Found. Retry?** appears.

- 9 Press **Go** to reenter the PIN, or press **Stop** to exit the Confidential Job menu.
- 10 Press **Select** to print your confidential jobs.

Your jobs print and are deleted from printer memory.

For more information about confidential jobs, and Print and Hold jobs, see [Using the Print and Hold function](#).

Printing folio and statement sizes

Folio and statement sizes are not available in the Paper Size menu until Size Sensing is turned off. To turn off Size Sensing:

- 1 Press and hold the **Select** and **Return** buttons while you turn the printer on.
- 2 Release the buttons when **Performing Self Test** appears on the display.

The printer performs its power-on sequence, and then Config Menu appears on the first line of the display.

Printing folio and statement sizes

- 3** Press and release **Menu** until you see **Size Sensing**, and then press **Select**.

Tray 1 Sensing appears on the second line of the display.

- 4** Press and release **Menu** to select the input option that will hold the folio or statement size paper, and then press **Select**.

The first line of the display shows the selected input option and the second line shows the current setting.

- 5** Press **Menu** to change the setting to Off, and then press **Select**.

SAVED appears briefly on the display, and then is replaced by **Config Menu** on the first line and **Size Sensing** on the second line.

- 6** Press and release **Menu** until you see **Exit Config Menu**, and then press **Select**.

Activating Menu Changes appears briefly, followed by **Performing Self Test**. The printer returns to **Ready**.

3

Print media handling

Print media is paper, card stock, transparencies, labels, and envelopes. Your printer provides high quality printing on a variety of print media. You must consider a number of things concerning print media before you print. This chapter provides information to help you make print media selections, how to care for the print media, and how to load it in a standard tray, optional tray, standard drawer, or optional drawer.

Print media guidelines

Selecting the appropriate print media for your printer helps you avoid printing problems.

The following sections contain guidelines for choosing the correct print media for your printer.

Paper

For the best print quality, use 75 g/m² (20 lb) xerographic, grain long paper. Try a sample of any paper you are considering using with the printer before buying large quantities.

When loading paper, note the recommended print side on the paper package, and load paper accordingly. See **Loading print media in standard and optional trays** and **Using and loading the multipurpose feeder** for detailed loading instructions.

Paper characteristics

The following paper characteristics affect print quality and reliability. We recommend that you follow these guidelines when evaluating new paper stock.

Weight

The printer can automatically feed paper weights from 60 to 135 g/m² (16 to 36 lb bond) grain long. Paper lighter than 60 g/m² (16 lb) might not be stiff enough to feed properly, causing jams. For best performance, use 75 g/m² (20 lb bond) grain long paper. To use paper narrower than 182 x 257 mm (7.2 x 10.1 in.), we recommend that the weight be greater than or equal to 90 g/m² (24 lb bond).

Curl

Curl is the tendency of print media to curve at its edges. Excessive curl can cause paper feeding problems. Curl usually occurs after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in humid conditions, even in the paper tray, can contribute to paper curling prior to printing and can cause feeding problems, also.

Smoothness

The degree of smoothness of paper directly affects print quality. If the paper is too rough, the toner does not fuse to the paper properly, resulting in poor print quality. If the paper is too smooth, it can cause paper feeding problems. Smoothness needs to be between 100 and 300 Sheffield points; however, smoothness between 150 and 250 Sheffield points produces the best print quality.

Moisture content

The amount of moisture in the paper affects both print quality and the ability of the printer to feed the paper properly. Leave the paper in its original wrapper until you are ready to use it. This limits the exposure of the paper to moisture changes that can degrade its performance.

Grain direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either *grain long*, running the length of the paper, or *grain short*, running the width of the paper.

For 60 to 135 g/m² (16 to 36 lb bond) paper, grain long fibers are recommended. For papers heavier than 135 g/m² (36 lb bond), grain short is preferred. For the multipurpose feeder, 60 to 135 g/m² (16 to 36 lb bond) paper, grain long fibers are recommended. For the multipurpose feeder, papers heavier than 135 g/m² (36 lb bond), grain short is preferred.

Fiber content

Most high-quality xerographic paper is made from 100% chemically pulped wood. This content provides the paper with a high degree of stability resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton possess characteristics that can result in degraded paper handling.

Recommended paper

To ensure the best print quality and feed reliability, use 75 g/m² (20 lb) xerographic paper. Business papers designed for general business use may also provide acceptable print quality.

Always print several samples before buying large quantities of any type of print media. When choosing any print media, consider the weight, fiber content, and color.

The laser printing process heats paper to high temperatures of 225°C (437°F) for Magnetic Ink Character Recognition (MICR) applications, and 205°C (401°F) for non-MICR applications. Use only paper able to withstand these temperatures without discoloring, bleeding, or releasing hazardous emissions. Check with the manufacturer or vendor to determine whether the paper you have chosen is acceptable for laser printers.

Unacceptable paper

The following papers are not recommended for use with the printer:

- Chemically treated papers used to make copies without carbon paper, also known as carbonless papers, carbonless copy paper (CCP), or no carbon required (NCR) paper
- Preprinted papers with chemicals that may contaminate the printer
- Preprinted papers that can be affected by the temperature in the printer fuser
- Preprinted papers that require a *registration* (the precise print location on the page) greater than ± 0.09 in., such as optical character recognition (OCR) forms

In some cases, you can adjust registration with your software application to successfully print on these forms.

- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers or curled papers
- Recycled papers containing more than 25% post-consumer waste that do not meet DIN 19 309
- Recycled paper having a weight less than 60 g/m^2 (16 lb)
- Multiple-part forms or documents

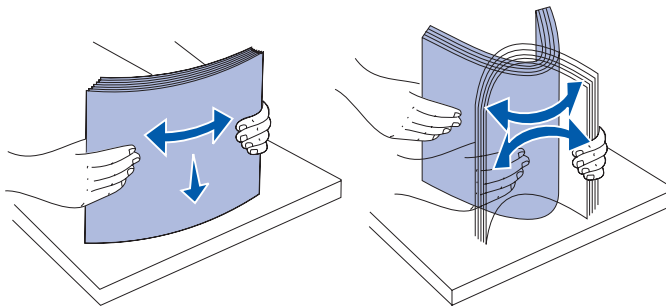
Selecting paper

Proper paper loading helps prevent jams and ensure trouble-free printing.

To help avoid jams or poor print quality:

- *Always* use new, undamaged paper.
- Before loading paper, know the recommended print side of the paper you are using. This information is usually indicated on the paper package.
- *Do not* use paper that you have cut or trimmed yourself.
- *Do not* mix print media sizes, weights, or types in the same source; mixing results in jams.
- *Do not* use coated papers.
- *Do not* forget to change the Paper Size setting when you use a source that does not support auto size sensing.
- *Do not* remove trays while a job is printing or **Busy** is displayed on the operator panel.
- Make sure the Paper Type, Paper Texture, and Paper Weight settings are correct. (See [Paper Menu](#) for detailed information about these settings.)
- Make sure the paper is properly loaded in the source.

- Flex paper back and forth. Do not fold or crease the paper. Straighten the edges on a level surface.



Selecting preprinted forms and letterhead

Use the following guidelines when selecting preprinted forms and letterhead paper for the printer:

- Use grain long papers for best results.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Choose papers that absorb ink, but do not bleed.
- Avoid papers with rough or heavily textured surfaces.

Use papers printed with heat-resistant inks designed for use in xerographic copiers. The ink must withstand temperatures of 225°C (437°F) without melting or releasing hazardous emissions. Use inks that are not affected by the resin in toner or the silicone in the fuser. Inks that are oxidation-set or oil-based should meet these requirements; latex inks might not. If you are in doubt, contact your paper supplier.

Preprinted papers such as letterhead must be able to withstand temperatures up to 225°C (437°F) without melting or releasing hazardous emissions.

Printing on letterhead

Check with the manufacturer or vendor to determine whether the preprinted letterhead you have chosen is acceptable for laser printers.

Page orientation is important when printing on letterhead. Use the following table for help when loading letterhead in the print media sources.

Print media source or process	Top of page		
	Print side	Portrait	Landscape
Tray 1 (standard tray) Tray 2 (optional 250-sheet or 500-sheet drawer)	Face down	Front of tray	Left side of tray
Optional 2000-sheet drawer	Face down	Front of the drawer	Not applicable
Duplex printing using tray 1 or tray 2	Face up	Logo faces rear of tray	Not applicable
Multipurpose feeder (including feeding individual sheets)	Face up	Logo enters the printer first	Left side of tray
Duplex printing using the multipurpose feeder	Face down	Logo enters the printer last	Not applicable

Selecting prepunched paper

Prepunched paper brands can differ in the number and placement of holes and in manufacturing techniques.

Use the following guidelines to select and use prepunched paper:

- Test paper from several manufacturers before ordering and using large quantities of prepunched paper.
- Paper should be punched at the paper manufacturer and not drilled into paper already packaged in a ream. Drilled paper can cause jams when multiple sheets feed through the printer.
- Prepunched paper can include more paper dust than standard paper. Your printer may require more frequent cleaning and feed reliability may not be as good as that of standard paper.
- Weight guidelines for prepunched paper are the same as for nonpunched paper.

Transparencies

You can feed transparencies from the standard tray (250-sheet tray for Model I or 500-sheet tray for Model II), optional 250- or 500-sheet trays, or the multipurpose feeder. Try a sample of any transparencies you are considering using with the printer before buying large quantities.

When printing on transparencies:

- Be sure to set the Paper Type to Transparency from the printer driver, in the Local Printer Setup Utility, or from MarkVision™ to avoid damaging your printer.
- Use transparencies designed specifically for laser printers. Transparencies must be able to withstand temperatures of 205°C (401°F) without melting, discoloring, offsetting or releasing hazardous emissions.
- To prevent print quality problems, avoid getting fingerprints on the transparencies.
- Before loading transparencies, fan the stack to prevent sheets from sticking together.

Selecting transparencies

The printer can print directly on transparencies designed for use in laser printers. Print quality and durability depend on the transparency used. Always print samples on the transparencies you are considering before buying large quantities.

The Paper Type setting should be set to Transparency to help prevent jams. (See [Paper Type](#) for detailed information about this setting.) Check with the manufacturer or vendor to determine whether your transparencies are compatible with laser printers that heat transparencies to 205°C (401°F). Use only transparencies that are able to withstand these temperatures without melting, discoloring, offsetting, or releasing hazardous emissions.

Transparencies can be fed automatically from the multipurpose feeder and all standard and optional trays, except the 2000-sheet drawer, for all printer models. See [Identifying print media sources and specifications](#) for information about transparency compatibility with optional output bins.

Be careful when you handle transparencies. Fingerprints on the surface of the transparency cause poor print quality.

Envelopes

You can load up to 10 envelopes in the multipurpose feeder and 85 envelopes in the envelope feeder. Try a sample of any envelopes you are considering using with the printer before buying large quantities. See [Using and loading the multipurpose feeder](#) and [Using and loading the optional envelope feeder](#) for instructions on loading an envelope.

When printing on envelopes:

- To achieve the best possible print quality, use only high-quality envelopes that are designed for use in laser printers.
- Set the Paper Source in the Paper Menu to MP Feeder, Manual Env, or Env Feeder depending on the source you are using, set the paper type to Envelope, and select the correct envelope size from the operator panel, the printer driver, in the Local Printer Setup Utility, or from MarkVision.
- For best performance, use envelopes made from 75 g/m² (20 lb bond) paper. You can use up to 105 g/m² (28 lb bond) weight for the multipurpose feeder or 105 g/m² (28 lb bond) weight for the envelope feeder as long as the cotton content is 25% or less. Envelopes with 100% cotton content must not exceed 90 g/m² (24 lb bond) weight.
- Use only new, undamaged envelopes.
- For best performance and to minimize jams, do not use envelopes that:
 - Have excessive curl or twist.
 - Are stuck together or damaged in any way.
 - Contain windows, holes, perforations, cutouts or embossing.
 - Use metal clasps, string ties, or metal folding bars.
 - Have an interlocking design
 - Have postage stamps attached
 - Have any exposed adhesive when the flap is in the sealed or closed position
 - Have nicked edges or bent corners
 - Have rough, cockle, or laid finishes
- Use envelopes that can withstand temperatures of 205°C (401°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions. If you have any doubts about the envelopes you are considering using, check with the envelope supplier.
- Adjust the width guide to fit the width of the envelopes.
- Load envelopes with the flap side down, and position the short edge nearest the return address to enter the printer first for the multipurpose feeder. See [Using and loading the multipurpose feeder](#) for instructions on loading an envelope. Also, see [Using and loading the optional envelope feeder](#) for loading envelopes in this option.
- Load only one size of envelope at a time in the envelope feeder.
- A combination of high humidity (over 60%) and the high printing temperatures may seal the envelopes.

Labels

Your printer can print on many labels designed for use with laser printers. These labels are supplied in letter size, A4 size, and legal size sheets. Label adhesives, face sheet (printable stock), and topcoats must be able to withstand temperatures of 205°C (401°F) and pressure of 25 pounds per square inch (psi).

Try a sample of any labels you are considering using with the printer before purchasing a large quantity.

When printing on labels:

- Set the Paper Type menu item to Labels in the Paper Menu. Set the Paper Type from the printer operator panel, the printer driver, in the Local Printer Setup Utility, or from MarkVision.
- You may feed vinyl labels from the standard 250- or 500-sheet trays, or the optional 250- or 500-sheet drawers. For vinyl labels, you must set the Paper Type to Labels, Labels Texture to Smooth, and Label Weight to Heavy.
- Do not load labels together with paper or transparencies in the same source; mixing print media can cause feeding problems.
- Do not use label sheets with a slick backing material.
- Do not print within 1 mm (0.04 in.) of the die cut.
- Use full label sheets. Partial sheets may cause labels to peel off during printing, resulting in a jam. Partial sheets also contaminate your printer and your cartridge with adhesive, and could void your printer and cartridge warranties.
- Use labels that can withstand temperatures of 205°C (401°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions.
- Do not print within 1 mm (0.04 in.) of the edge of the label, of the perforations, or between die-cuts of the label.
- Do not use label sheets that have adhesive to the edge of the sheet. We recommend zone coating of the adhesive at least 1 mm (0.04 in.) away from edges. Adhesive material contaminates your printer and could void your warranty.
- If zone coating of the adhesive is not possible, a 3 mm (0.125 in.) strip should be removed on the leading and driver edge, and a non-oozing adhesive should be used.
- Remove a 3 mm (0.125 in.) strip from the leading edge to prevent labels from peeling inside the printer.
- Portrait orientation is preferred, especially when printing bar codes.
- Do not use labels that have exposed adhesive.

Note: Labels are one of the most difficult print media for laser printers. All models of the printer require a special fuser cleaner for label applications to optimize feed reliability. See [Ordering supplies](#) for information on obtaining a label fuser cleaner.

Card stock

Card stock is single ply, and has a large array of properties, such as the moisture content, thickness, and texture, that can significantly affect print quality. See **Identifying print media sources and specifications** for information on the preferred weight for the grain direction of print media.

Try a sample of any card stock you are considering using with the printer before purchasing a large quantity.

See **Print media types and weights** for information on the preferred weight of print media.

When printing on card stock:

- Set the Paper Type menu item in the Paper Menu to Card Stock from the operator panel, from the printer driver, in the Local Printer Setup Utility, or from MarkVision.
- Be aware that preprinting, perforation, and creasing can significantly affect the print quality and cause print media handling or jamming problems.
- Avoid using card stock that may release hazardous emissions when heated.
- Do not use preprinted card stock manufactured with chemicals that may contaminate the printer. Preprinting introduces semi-liquid and volatile components into the printer.
- We recommend the use of grain short card stock.

Storing print media

Use the following guidelines for proper print media storage. These help avoid print media feeding problems and uneven print quality:

- For best results, store print media in an environment where the temperature is approximately 21°C (70°F) and the relative humidity is 40%.
- Store cartons of print media on a pallet or shelf, rather than directly on the floor.
- If you store individual packages of print media out of the original carton, make sure they rest on a flat surface so the edges do not buckle or curl.
- Do not place anything on top of the print media packages.

Identifying print media sources and specifications

The following tables provide information on standard and optional sources, as well as optional output bins, for your printer model, including the print media sizes you can select from the Paper Size menu and supported weights.

Note: If you use a print media size not listed, select the next larger size.

CAUTION: Floor-mounted configurations require additional furniture. You must use either a printer stand or printer base if you are using a 2000-sheet drawer, a duplex unit and

Identifying print media sources and specifications

an input option, or more than one input option. If you purchased an MFP that scans, copies, and faxes, you may need additional furniture.

Print media sizes and support

Legend ✓ - indicates support	UAT - universally adjustable tray	Model I 250-sheet tray	Model I I 500-sheet tray	250-sheet drawer (option)	250 UAT (option)	500-sheet drawer (option)	400 UAT (option)	Multipurpose feeder	2000-sheet drawer (option)	Envelope feeder (option)	Duplex unit (option)	Standard output bin	Output expander (option)	5-bin mailbox (option)	High-capacity output stacker (option)	Finisher (option)
Print media size	Dimensions															
A4	210 x 297 mm (8.27 x 11.7 in.)	✓	✓	✓		✓		✓	✓		✓	✓	✓	✓	✓	See separate Finisher output support table.
A5	148 x 210 mm (5.83 x 8.27 in.)	✓	✓	✓		✓		✓	✓		✓	✓	✓		✓	
JIS B5	182 x 257 mm (7.17 x 10.1 in.)	✓	✓	✓		✓		✓	✓		✓	✓	✓	✓	✓	
Letter	215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓		✓		✓	✓		✓	✓	✓	✓	✓	
Legal	215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓		✓		✓	✓		✓	✓	✓	✓	✓	
Executive	184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	✓		✓		✓	✓		✓	✓	✓	✓	✓	
Folio¹	216 x 330 mm (8.5 x 13 in.)	✓	✓	✓		✓		✓			✓	✓	✓	✓	✓	
Statement¹	139.7 x 215.9 mm (5.5 x 8.5 in.)	✓	✓	✓		✓		✓				✓	✓		✓	
¹ This size does not appear in the Paper Size menu until Tray Size Sensing is turned off. See Printing folio and statement sizes for more information. ² This size setting formats the page for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.																

Identifying print media sources and specifications

Print media sizes and support (continued)

Legend ✓ - indicates support	UAT - universally adjustable tray	Model I 250-sheet tray	Model II 500-sheet tray	250-sheet drawer (option)	250 UAT (option)	500-sheet drawer (option)	400 UAT (option)	Multipurpose feeder	2000-sheet drawer (option)	Envelope feeder (option)	Duplex unit (option)	Standard output bin	Output expander (option)	5-bin mailbox (option)	High-capacity output stacker (option)	Finisher (option)
Print media size	Dimensions															
Universal²	139.7 x 210 mm to 215.9 x 355.6 mm (5.5 x 8.27 in. to 8.5 x 14 in.)	✓	✓	✓	✓	✓	✓	✓				✓	✓		✓	See separate Finisher output support table.
	69.85 x 127 mm to 215.9 x 355.6 mm (2.75 x 5 in. to 8.5 x 14 in.)				✓			✓				✓	✓		✓	
	69.85 x 127 mm to 229 x 355.6 mm (2.75 x 5 in. to 9.01 x 14 in.)							✓				✓	✓		✓	
	148 x 182 mm to 215.9 x 355.6 mm (5.83 x 7.17 in. to 8.5 x 14 in.)	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓		✓	
7 3/4 Envelope	98.4 x 190.5 mm (3.875 x 7.5 in.)							✓		✓		✓	✓		✓	
9 Envelope	98.4 x 225.4 mm (3.875 x 8.9 in.)							✓		✓		✓	✓		✓	
10 Envelope	104.8 x 241.3 mm (4.12 x 9.5 in.)							✓		✓		✓	✓		✓	
DL Envelope	110 x 220 mm (4.33 x 8.66 in.)							✓		✓		✓	✓		✓	

¹ This size does not appear in the Paper Size menu until Tray Size Sensing is turned off. See **Printing folio and statement sizes** for more information.

² This size setting formats the page for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

Identifying print media sources and specifications

Print media sizes and support (continued)

Legend ✓ - indicates support	UAT - universally adjustable tray	Model I 250-sheet tray	Model II 500-sheet tray	250-sheet drawer (option)	250 UAT (option)	500-sheet drawer (option)	400 UAT (option)	Multipurpose feeder	2000-sheet drawer (option)	Envelope feeder (option)	Duplex unit (option)	Standard output bin	Output expander (option)	5-bin mailbox (option)	High-capacity output stacker (option)	Finisher (option)
Print media size	Dimensions															
C5 Envelope	162 x 229 mm (6.38 x 9.01 in.)							✓		✓		✓	✓		✓	See separate Finisher output support table.
B5 Envelope	176 x 250 mm (6.93 x 9.84 in.)							✓		✓		✓	✓		✓	
Other Envelope¹	98.4 x 162 mm to 176 x 250 mm (3.87 x 6.38 in. to 6.93 x 9.84 in.)							✓		✓		✓	✓		✓	
	98.4 x 162 mm to 229 x 342 mm (3.87 x 6.38 in. to 9.01 x 12.76 in.)							✓		✓		✓	✓		✓	

¹ This size does not appear in the Paper Size menu until Tray Size Sensing is turned off. See **Printing folio and statement sizes** for more information.

² This size setting formats the page for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

Identifying print media sources and specifications

Print media support for models, sources, output bins, and finisher

Print media	Model I	Model II	250-sheet drawer	500-sheet drawer	Multipurpose feeder	2000-sheet drawer	Envelope feeder	Duplex unit	Standard output bin	Output expander	5-bin mailbox	High-capacity output stacker	Finisher		
													Standard	Offset	Stapled
Paper	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
Card stock	✓	✓	✓	✓	✓			✓	✓	✓		✓	✓	✓	✓
Transparencies	✓	✓	✓	✓	✓				✓	✓		✓	✓	✓	✓
Vinyl labels*	✓	✓	✓	✓					✓	✓		✓	✓		
Paper labels*	✓	✓	✓	✓					✓	✓		✓	✓		
Polyester label*	✓	✓	✓	✓					✓	✓		✓	✓		
Dual-web and integrated labels*	✓	✓	✓	✓					✓	✓		✓	✓		

* Printing label applications on the printer requires a special label fuser cleaner which prevents duplexing. The label fuser cleaner is included with a special label cartridge for label applications. See **Ordering supplies** for more information on obtaining a label fuser cleaner.

Identifying print media sources and specifications

Print media types and weights

Print media	Type	Print media weight		
		Integrated tray and optional 500-sheet drawer	Multipurpose feeder and optional 250-sheet drawer	Envelope feeder
Paper	Xerographic or business paper	60 to 135 g/m ² grain long (16 to 36 lb bond)	60 to 135 g/m ² grain long (16 to 36 lb bond)	Not recommended
Card stock—maximum (grain long)¹	Index Bristol	163 g/m ² (90 lb)	120 g/m ² (67 lb)	
	Tag	163 g/m ² (100 lb)	120 g/m ² (74 lb)	
	Cover	176 g/m ² (65 lb)	135 g/m ² (50 lb)	
Card stock—maximum (grain short)¹	Index Bristol	199 g/m ² (110 lb)	163 g/m ² (90 lb)	Not recommended
	Tag	203 g/m ² (125 lb)	163 g/m ² (100 lb)	
	Cover	216 g/m ² (80 lb)	176 g/m ² (65 lb)	
Transparencies	Laser printer	138 to 146 g/m ² (37 to 39 lb bond)	138 to 146 g/m ² (37 to 39 lb bond)	
Labels—maximum²	Paper	180 g/m ² (48 lb bond)	163 g/m ² (43 lb bond)	
	Dual-web paper	180 g/m ² (48 lb bond)	163 g/m ² (43 lb bond)	
	Polyester	220 g/m ² (59 lb bond)	220 g/m ² (59 lb bond)	
	Vinyl	300 g/m ² (92 lb liner)	260 g/m ² (78 lb liner)	
Integrated forms	Pressure-sensitive area (must enter the printer first)	140 to 135 g/m ²	140 to 135 g/m ²	
	Paper base (grain long)	75 to 135 g/m ² (20 to 36 lb bond)	75 to 135 g/m ² (20 to 36 lb bond)	
Envelopes 100% cotton content maximum weight—24 lb	Sulfite, wood-free or up to 100% cotton bonds	Not recommended	60 to 105 g/m ² (16 to 28 lb bond) ^{3, 4}	60 to 105 g/m ² (16 to 28 lb bond) ³

¹ Grain short is preferred for papers over 135 g/m².

² Printing label applications on your printer requires a special label fuser cleaner which prevents duplexing. See **Ordering supplies** for more information on obtaining a special wiper.

³ 28 lb bond envelopes are limited to 25% cotton content.

⁴ Includes envelopes fed from the multipurpose feeder only.

Identifying print media sources and specifications

Weights supported in optional output bins

Print media weight—optional output bins					
Print media	Type	5-bin mailbox	Output expander	High-capacity output stacker	Finisher
Paper (grain long)	Xerographic or business paper	60 to 90 g/m ² (16 to 24 lb bond)	60 to 176 g/m ² (16 to 47 lb bond)	60 to 176 g/m ² (16 to 47 lb bond)	See separate Finisher media weight table
Card stock—maximum (grain long)	Index Bristol	Not recommended	163 g/m ² (90 lb)	163 g/m ² (90 lb)	
	Tag		163 g/m ² (100 lb)	163 g/m ² (100 lb)	
	Cover		176 g/m ² (65 lb)	176 g/m ² (65 lb)	
Card stock—maximum (grain short)	Index Bristol		199 g/m ² (110 lb)	199 g/m ² (110 lb)	
	Tag		203 g/m ² (125 lb)	203 g/m ² (125 lb)	
	Cover		216 g/m ² (80 lb)	216 g/m ² (80 lb)	
Transparencies	Laser printer		138 to 146 g/m ² (37 to 39 lb bond)	138 to 146 g/m ² (37 to 39 lb bond)	
Labels—maximum	Paper		180 g/m ² (48 lb bond)	180 g/m ² (48 lb bond)	
	Dual-web paper		180 g/m ² (48 lb bond)	180 g/m ² (48 lb bond)	
	Polyester		220 g/m ² (59 lb bond)	220 g/m ² (59 lb bond)	
	Vinyl		300 g/m ² (92 lb liner)	300 g/m ² (92 lb liner)	
Integrated forms	Pressure sensitive area (must enter the printer first)		140 to 175 g/m ² (up to 47 lb bond)	140 to 175 g/m ² (up to 47 lb bond)	
	Paper base (grain long)		75 to 135 g/m ² (20 to 36 lb bond)	75 to 135 g/m ² (20 to 36 lb bond)	
Envelopes	Sulfite, wood-free or up to 100% cotton bond		60 to 105 g/m ² (16 to 28 lb bond)	60 to 105 g/m ² (16 to 28 lb bond)	Not recommended

Output support for the optional finisher

Size	Dimensions	Finisher output support		
		Standard ¹	Offset	Stapled
A4	210 x 297 mm (8.27 x 11.7 in.)	✓	✓	✓
A5	148 x 210 mm (5.83 x 8.27 in.)			
JIS B5	182 x 257 mm (7.17 x 10.1 in.)	✓		
Letter	215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓
Legal	215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓
Executive	184.2 x 266.7 mm (7.25 x 10.5 in.)	✓		
Folio²	216 x 330 mm (8.5 x 13 in.)	✓	✓	✓
Statement²	139.7 x 215.9 mm (5.5 x 8.5 in.)			
7 ¾ Envelope	98.4 x 190.5 mm (3.875 x 7.5 in.)			
9 Envelope	98.4 x 225.4 mm (3.875 x 8.9 in.)			
10 Envelope	104.8 x 241.3 mm (4.12 x 9.5 in.)			
DL Envelope	110 x 220 mm (4.33 x 8.66 in.)			
C5 Envelope	162 x 229 mm (6.38 x 9.01 in.)	✓		
B5 Envelope	176 x 250 mm (6.93 x 9.84 in.)	✓		
Other Envelope	98.4 x 162 mm to 176 x 250 mm (3.87 x 6.38 in. to 6.93 x 9.84 in.)			
	98.4 x 162 mm to 229 x 342 mm (3.87 x 6.38 in. to 9.01 x 12.76 in.)	✓		

¹ Paper passes to the finisher bin without being stapled or offset.

² This size does not appear in the Paper Size menu until Tray Size Sensing is turned off. See **Printing folio and statement sizes** for more information.

Identifying print media sources and specifications

Weights supported by the finisher

Print media	Type	Finisher media weight		
		Standard*	Offset	Stapled
Paper	Xerographic or business paper	60 to 176 g/m ² (16 to 47 lb bond)	60 to 90 g/m ² (16 to 24 lb bond)	60 to 90 g/m ² (16 to 24 lb bond)
Card stock— maximum (grain long)	Index Bristol	163 g/m ² (90 lb bond)	163 g/m ² (90 lb bond)	Not recommended
	Tag	163 g/m ² (100 lb bond)	163 g/m ² (100 lb bond)	
	Cover	176 g/m ² (65 lb bond)	176 g/m ² (65 lb bond)	
Card stock— maximum (grain short)	Index Bristol	199 g/m ² (110 lb bond)	199 g/m ² (110 lb bond)	
	Tag	203 g/m ² (125 lb bond)	203 g/m ² (125 lb bond)	
	Cover	216 g/m ² (80 lb bond)	216 g/m ² (80 lb bond)	
Transparencies	Laser printer	138 to 146 g/m ² (37 to 39 lb bond)	138 to 146 g/m ² (37 to 39 lb bond)	
Labels — upper limit	Paper	180 g/m ² (48 lb bond)	Not recommended	
	Dual-web paper	180 g/m ² (48 lb bond)		
	Polyester	220 g/m ² (59 lb bond)		
	Vinyl	300 g/m ² (92 lb bond)		
Integrated forms	Pressure sensitive area	140 to 175 g/m ² (up to 47 lb bond)		
	Paper base (grain long)	75 to 135 g/m ² (20 to 36 lb bond)		
Envelopes	Sulfite, wood-free or up to 100% cotton bond	60 to 105 g/m ² (16 to 28 lb bond)		

* Paper passes to the finisher bin without being stapled or jogged.

* Paper passes to the finisher bin without being stapled or jogged.

Loading print media

This section provides information about loading the various input sources and options. Proper print media loading helps prevent jams and ensure trouble-free printing.

Before loading print media, know the recommended print side of the print media you are using. This information is usually on the print media package.

Click the following topics for information on loading a particular item or option:

- [Loading print media in standard and optional trays](#)
- [Loading print media in optional universally adjustable trays](#)
- [Loading the multipurpose feeder](#)
- [Using and loading the optional envelope feeder](#)
- [Using and loading the optional 2000-sheet drawer](#)

Loading print media in standard and optional trays

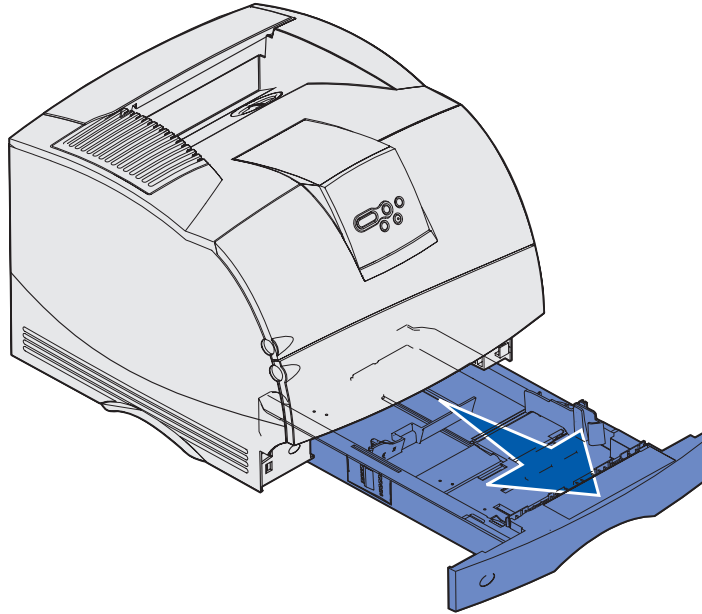
Your printer has two standard sources, the 250-sheet tray for Model I or a 500-sheet tray for Model II, and the multipurpose feeder. Load the print media you use for the majority of your print jobs in the standard tray. Proper print media loading helps prevent jams and helps make your printing trouble-free.

Do not remove trays while a job prints or while the Ready/Data light blinks on the operator panel. Doing so may cause a jam.

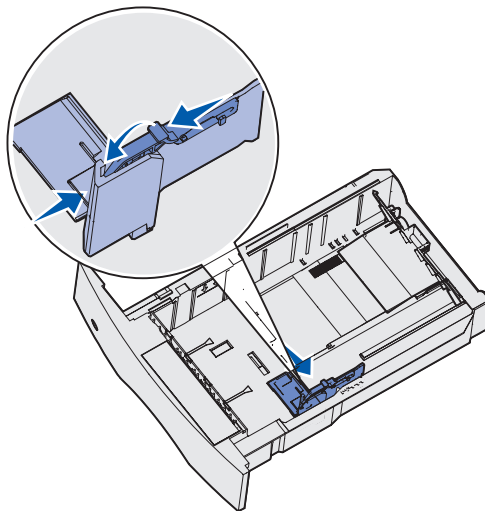
Loading print media in standard and optional trays

Complete these instructions to load print media into any of the standard or optional trays.

- 1 Pull the tray out. Remove the tray completely.

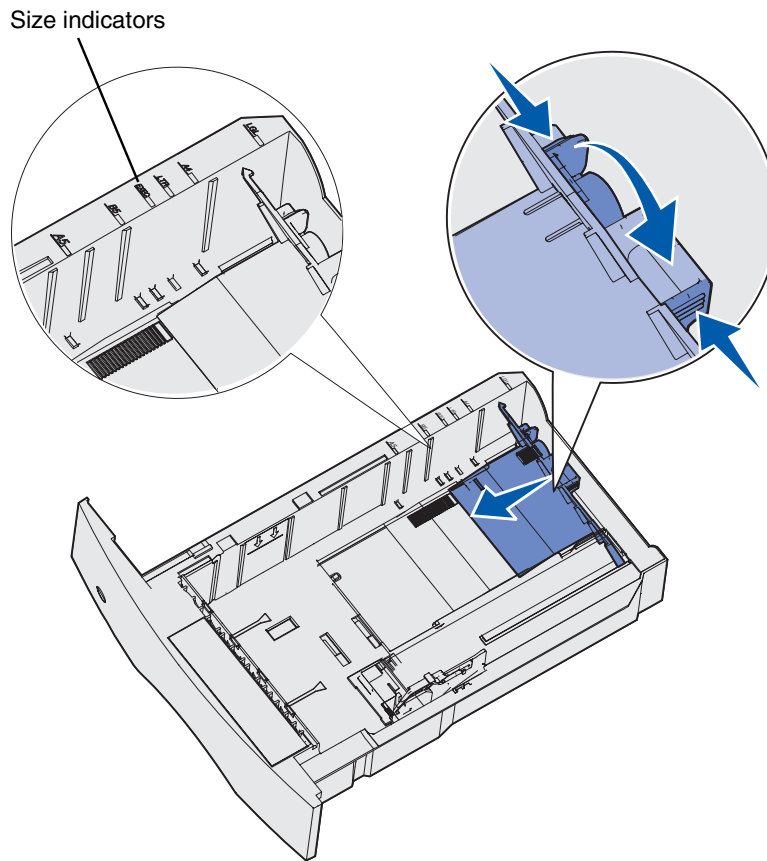


- 2 Squeeze the width guide tab and the side of the guide as shown. Slide the width guide to the far right side of the tray.

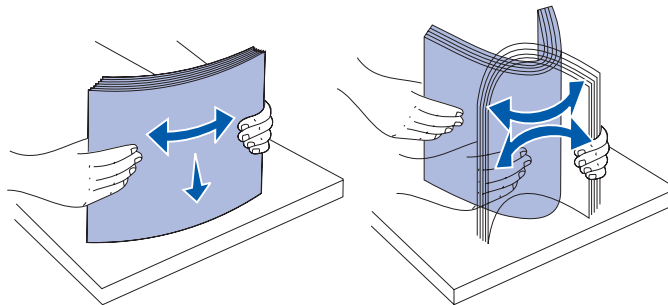


Loading print media in standard and optional trays

- 3** Squeeze the length guide lever and slide the length guide to the correct position for the size of print media you are loading. Notice the size indicators on the left side of the tray.

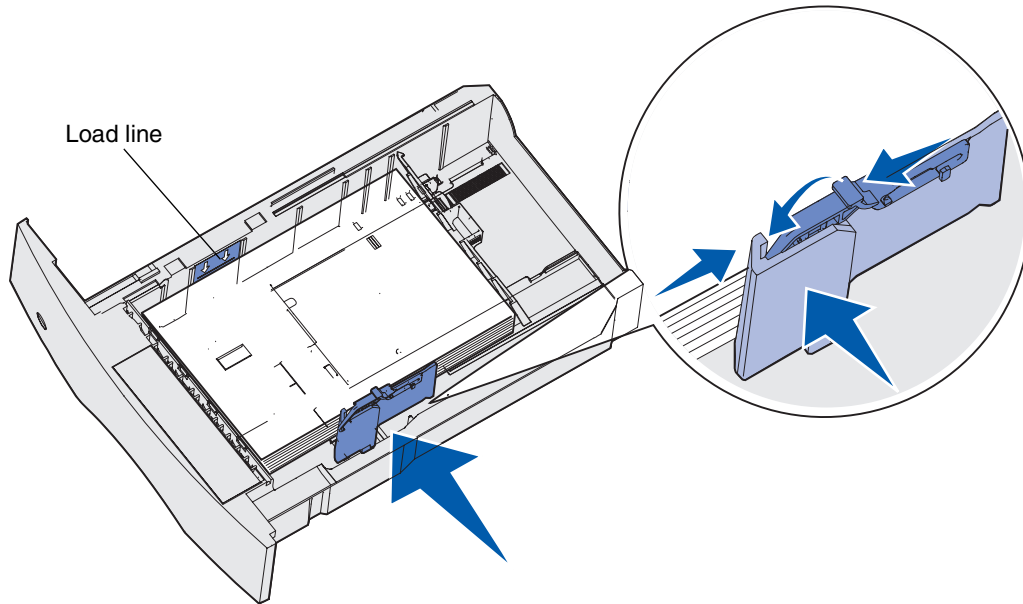


- 4** Flex the sheets back and forth to loosen them, then fan them. Do not fold or crease the print media. Straighten the edges on a level surface.



Loading print media in standard and optional trays

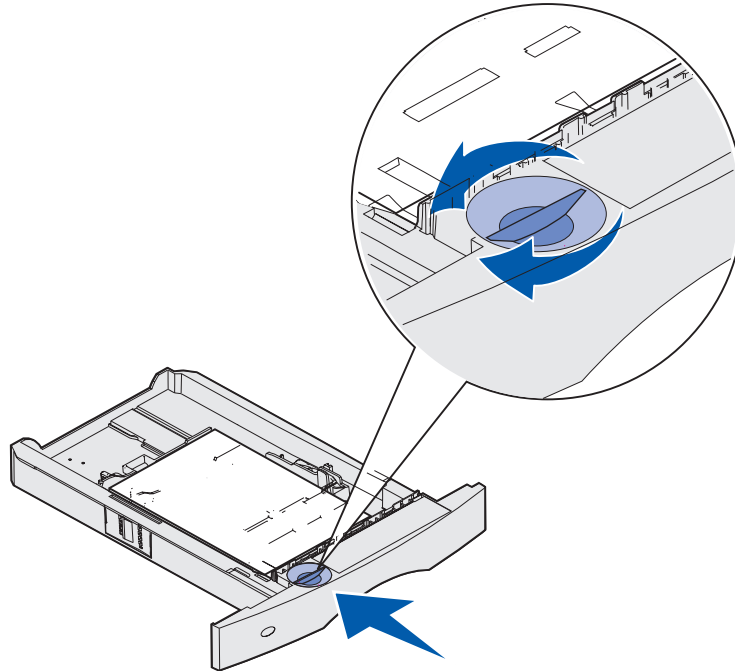
- 5 Place the print media into the tray with the recommended print side face down for single-sided printing and face up for duplex printing. Do not fill paper above the load line. Overfilling the tray may cause jams.
- 6 Squeeze the width guide tab and the side of the guide together. Slide the width guide to the left until it lightly rests against the edge of the stack.



Loading print media in optional universally adjustable trays

- 7 For optional trays only, adjust the knob to show the size of the print media currently loaded.

Note: This setting serves as a visual reminder only; it has no effect on the operation of the printer.



- 8 Insert the tray.

Loading print media in optional universally adjustable trays

There are two optional universally adjustable trays:

- 250-sheet universally adjustable tray (UAT)
- 400-sheet UAT

You may use the 250-sheet UAT in place of the standard tray for Model I or it may be inserted into an optional 250-sheet drawer. You may use the 400-sheet UAT in place of the standard tray for Model II or it may be inserted into an optional 500-sheet drawer.

To know the sizes and weights of print media that each UAT supports, see [Print media sizes and support](#).

To load each UAT, refer to the instruction sheets that come with each option.

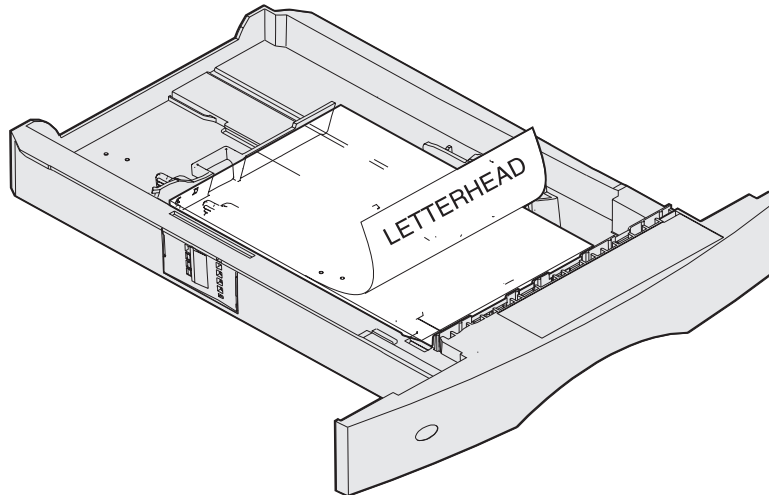
Loading print media in optional universally adjustable trays

Loading letterhead

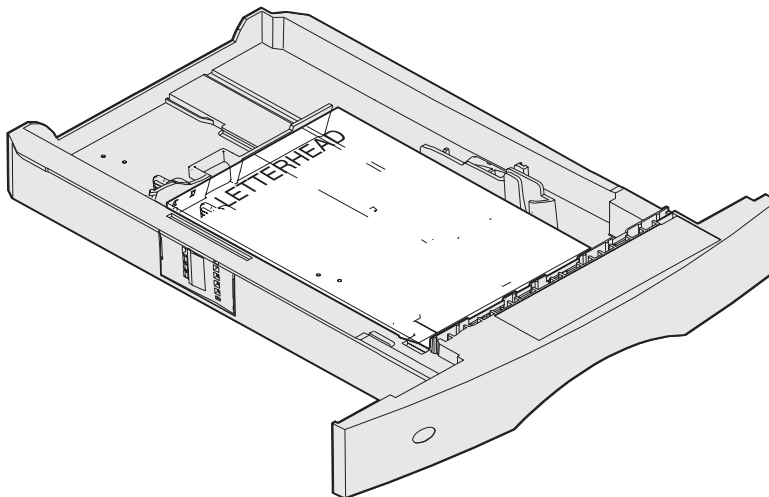
Letterhead must be loaded differently depending on what options you have installed.

Without a finisher installed

For *simplex* (single-sided) printing on letterhead, place the printed side *face down* as shown.



For *duplex* printing on letterhead, place the printed side *face up* as shown.

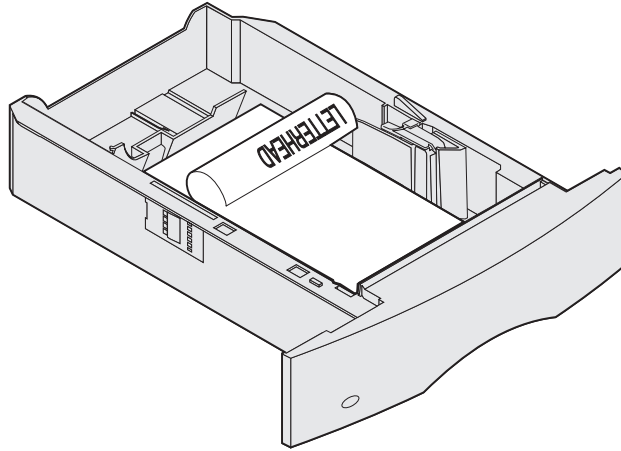


Note: The Paper Loading menu item lets you print simplex jobs on letterhead (or other preprinted media) that has been *loaded specifically for duplex printing*. See [Paper Loading](#) for more information.

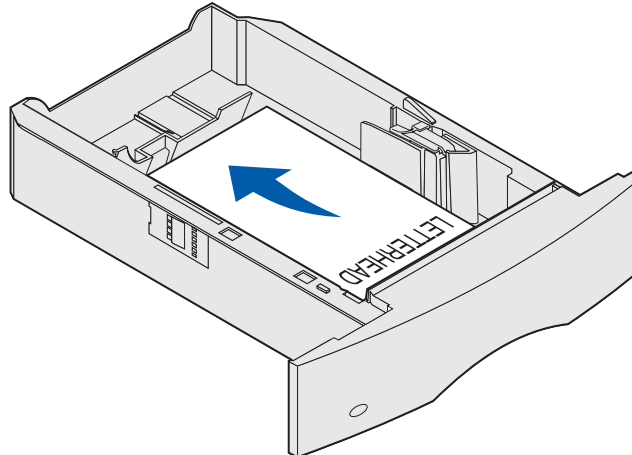
Loading print media in optional universally adjustable trays

With a finisher installed

For *simplex* printing on letterhead, place the printed side *face down* as shown.



For *duplex* printing on letterhead, place the printed side *face up* as shown.



Note: The Paper Loading menu item lets you print simplex jobs on letterhead (or other preprinted print media) that has been *loaded specifically for duplex printing*. See [Paper Loading](#) for more information.

Using and loading the multipurpose feeder

The multipurpose feeder can hold several sizes and types of print media, such as transparencies, postcards, note cards, and envelopes. It is useful for single page printing on letterhead or colored paper.

Keep in mind the following capacities, dimensions, and operating tips when loading the multipurpose feeder.

Capacity

The maximum stack height is 10 mm (0.4 in.). The multipurpose feeder can hold approximately:

- 100 sheets of 75 g/m² (20 lb) paper
- 10 envelopes
- 75 transparencies

Print media dimensions

The multipurpose feeder accepts print media within the following dimensions:

- Width—69.85 mm (2.75 in.) to 229 mm (9.01 in.)
- Length—127 mm (5 in.) to 355.6 mm (14 in.)

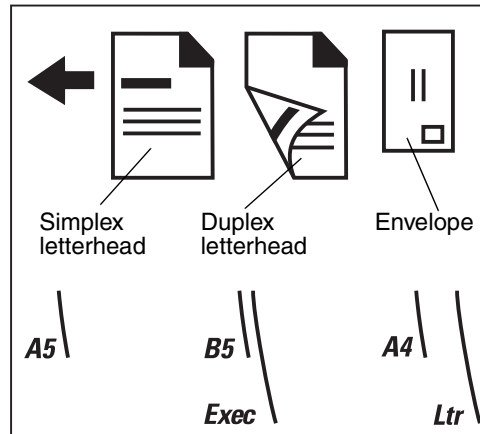
Trouble-free printing

- Load only one size and type of print media at a time in the multipurpose feeder.
- To achieve the best possible print quality, use only high-quality print media that is designed for use in laser printers. For more guidelines on print media, see [Print media guidelines](#).
- To prevent jams, do not add or remove print media when there is still print media in the multipurpose feeder or when the printer is printing from the multipurpose feeder.
- Print media should be loaded with the recommended print side up and the top of the print media going into the multipurpose feeder first.
- *Do not* place objects on the multipurpose feeder. Also, avoid pressing down or applying excessive force on it.
- *Do not* remove any tray while a job is printing from the multipurpose feeder or **Busy** is displayed on the operator panel. Doing so may cause a jam.

Note: The multipurpose feeder may be used with the optional envelope feeder installed.

Using and loading the multipurpose feeder

The icons on the multipurpose feeder show you how to load the multipurpose feeder with paper, how to turn an envelope for printing, and how to load letterhead paper for simplex and duplex printing. A finisher affects how letterhead documents should be loaded for duplexing. See [Loading letterhead](#) for detailed instructions on loading documents printed on letterhead.

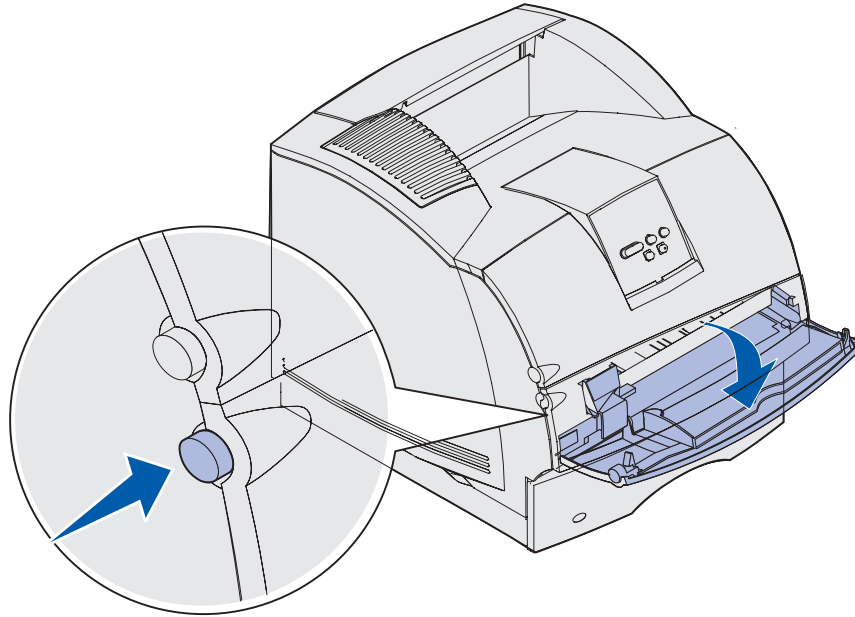


Note: The Paper Loading menu item in the Paper Menu lets you print simplex jobs on letterhead (or other preprinted media) that has been *loaded specifically for duplex printing*. For more information, see [Paper Loading](#).

Loading the multipurpose feeder

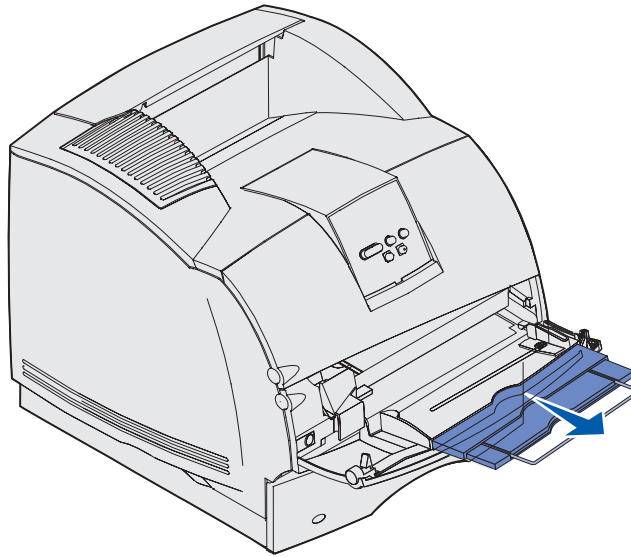
To load the multipurpose feeder:

- 1 Push the lower release latch. The multipurpose feeder door drops open.

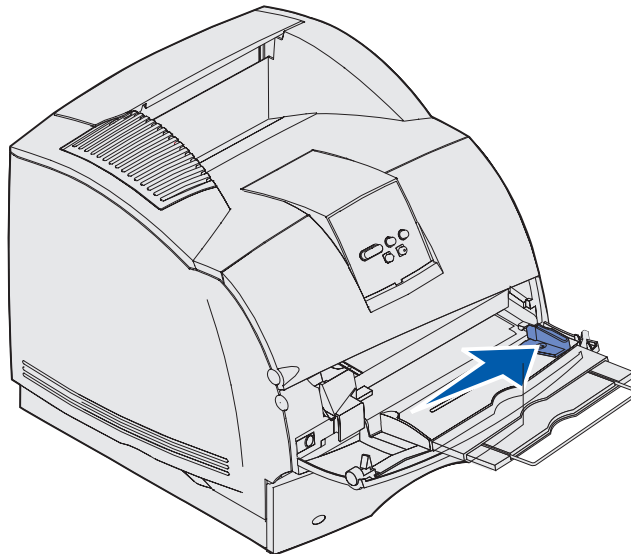


Using and loading the multipurpose feeder

- 2 Locate the metal bar in the recessed area on the multipurpose feeder. Pull the bar out far enough to accommodate the print media you will be using.



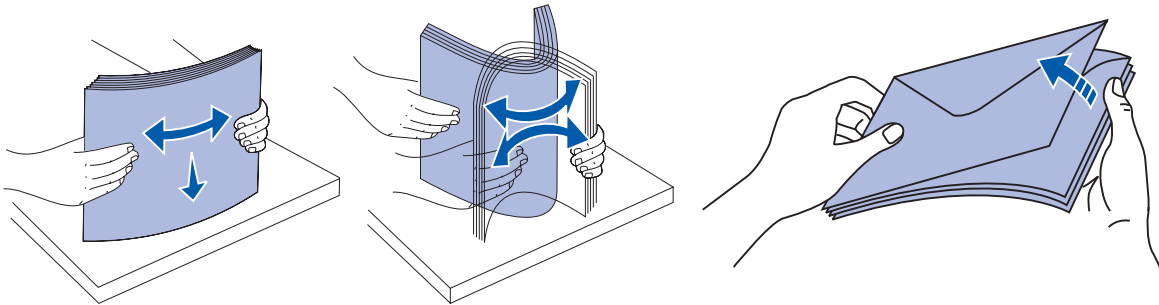
- 3 Slide the width guide to the far right.



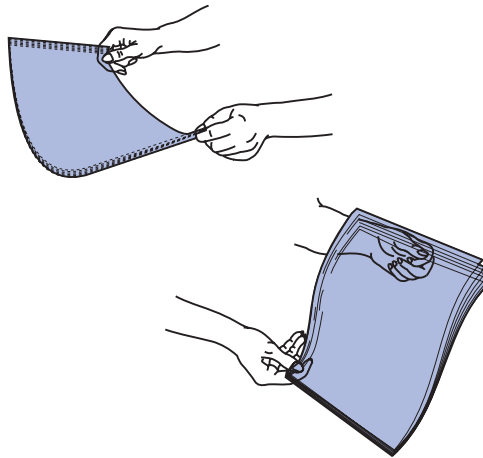
Using and loading the multipurpose feeder

4 Prepare the print media for loading.

- Flex paper or fan envelopes back and forth. Do not fold or crease the paper. Straighten the edges on a level surface.

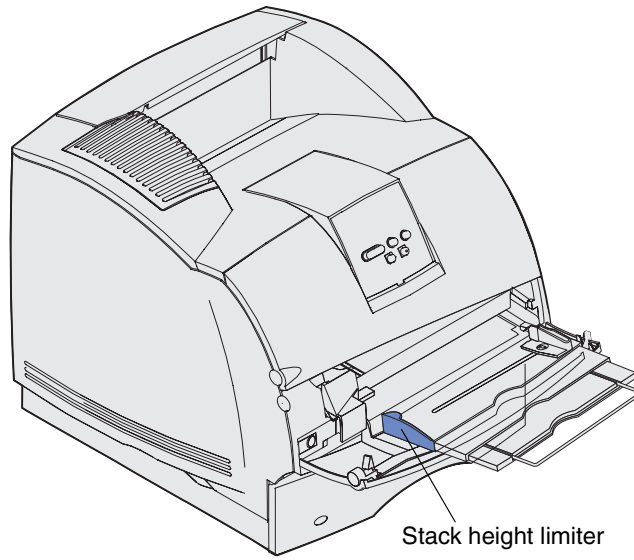


- Hold transparencies by the edges and avoid touching the print side. Fan the stack of transparencies to prevent jams. Be careful not to scratch or leave fingerprints on the transparencies.



Using and loading the multipurpose feeder

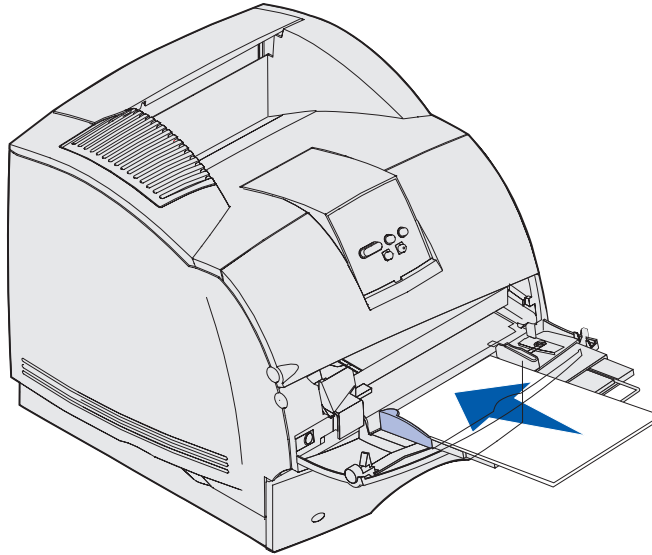
- 5 Use the stack height limiter as a guide for stack height when loading print media.



- 6 Load one type of print media in the multipurpose feeder. *Do not* mix types. Click a topic for loading instructions:
- [Loading paper and transparencies](#)
 - [Loading envelopes](#)
 - [Loading letterhead](#)

Loading paper and transparencies

- a** Load paper or transparencies with the left edge of the stack against the stack height limiter and with the recommended print side face up.

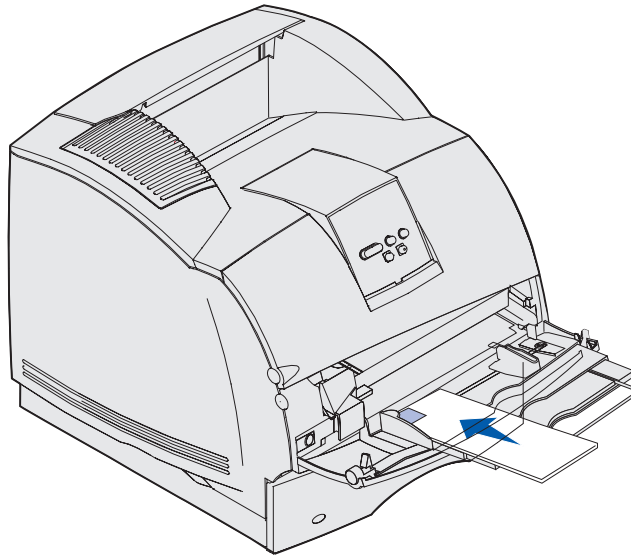


- b** Continue with **step 7 on page 60**.

Loading envelopes

- a** Load envelopes flap side down with the stamp area and flap on the left. The end of the envelope with the stamp area enters the multipurpose feeder first.

Warning: Never use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer. The stamp is shown in the illustration only for placement.



Note: If envelopes jam while printing, try reducing the number of envelopes in the multipurpose feeder.

- b** Continue with **step 7 on page 60**.

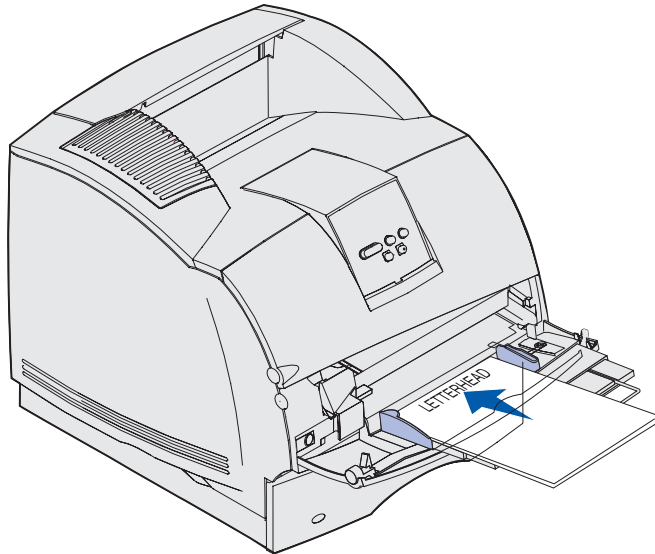
Loading letterhead

Load letterhead according to the options installed on the printer. Click the topic that describes your printer configuration.

- **Neither a duplex unit nor a finisher attached**
- **A duplex unit, but no finisher attached**
- **A finisher, but no duplex unit attached**
- **Both a duplex unit and a finisher attached**

Neither a duplex unit nor a finisher attached

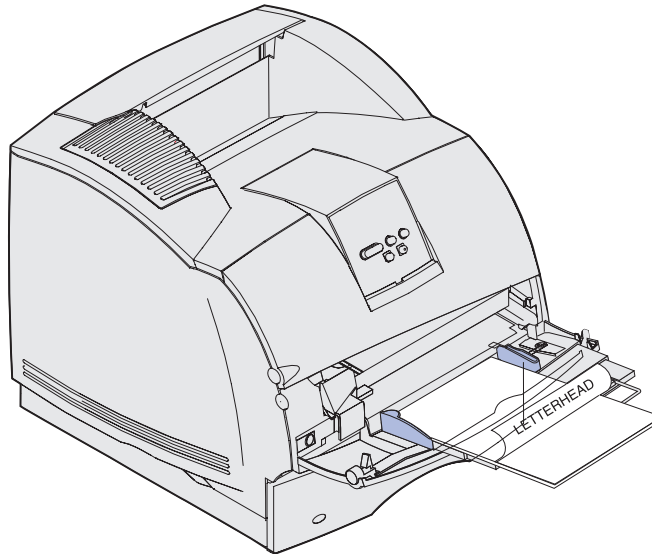
- a** Load letterhead paper for *single-sided* printing with the logo face up as shown.



- b** Continue with **step 7 on page 60**.

A duplex unit, but no finisher attached

- a Load letterhead paper for *duplex* printing with the logo face down as shown.

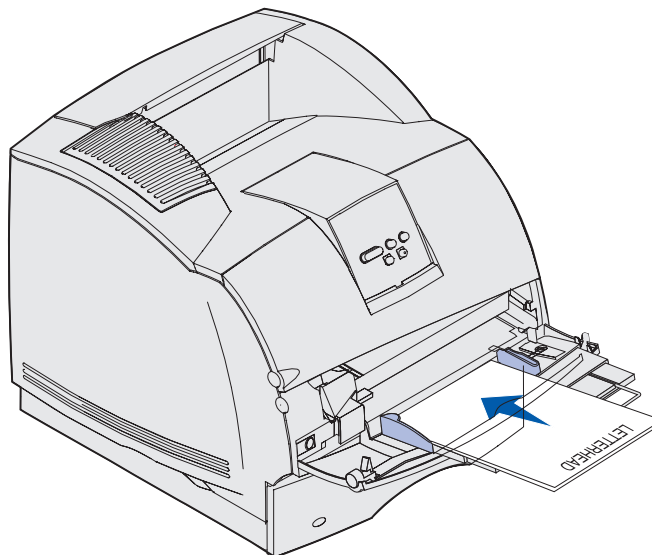


- b Continue with [step 7 on page 60](#).

Note: The Paper Loading menu item in the Paper Menu lets you print simplex jobs on letterhead (or other preprinted media) that has been *loaded specifically for duplex printing*. For more information, see [Paper Loading](#).

A finisher, but no duplex unit attached

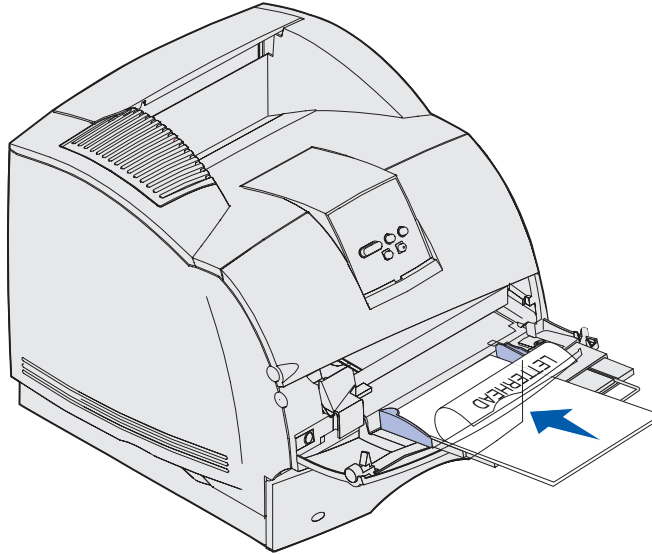
- a Load letterhead paper for *single-sided* printing with the logo face up as shown.



- b Continue with [step 7 on page 60](#).

Both a duplex unit and a finisher attached

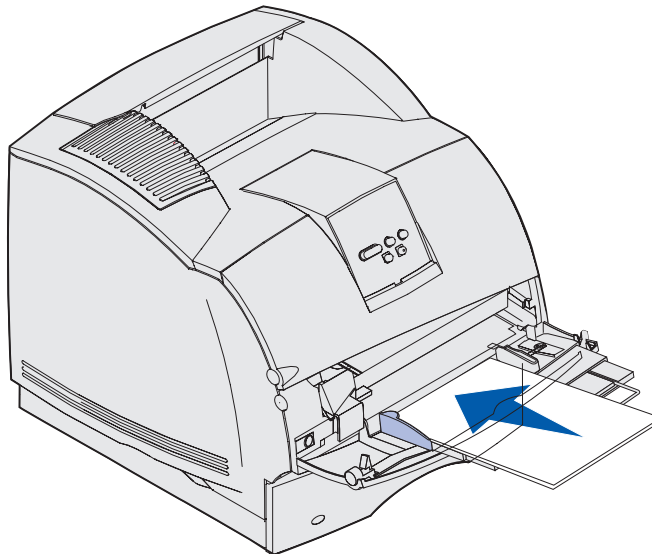
- a Load letterhead paper for *duplex* printing with the logo face down as shown.



- b Continue with **step 7 on page 60**.

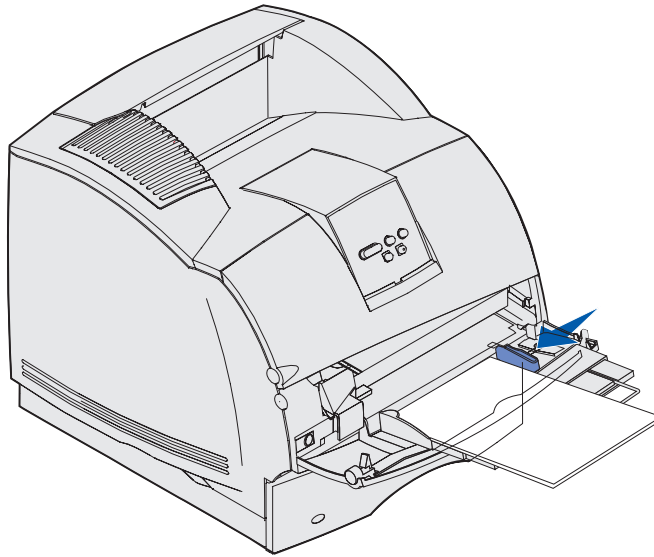
Note: The Paper Loading menu item in the Paper Menu lets you print simplex jobs on letterhead (or other preprinted media) that has been *loaded specifically for duplex printing*. For more information, see **Paper Loading**.

- 7 Gently slide the print media into the multipurpose feeder as far as it will go. Forcing the print media may cause it to buckle.



Using and loading the multipurpose feeder

- 8 Slide the width guide to the left until it lightly touches the stack of print media. *Do not* bend the print media.

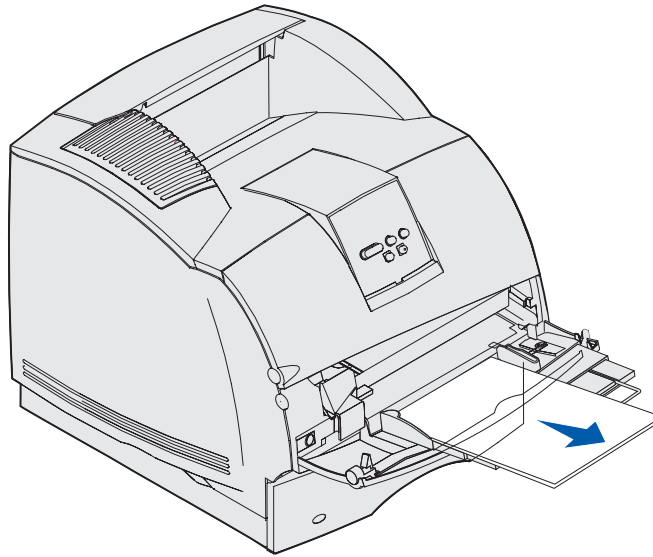


- 9 Select the source, size, and type from your software application and select print media size and type from the printer operator panel.
 - a Make sure the Paper Size and Paper Type for the multipurpose feeder (MP Feeder Size and MP Feeder Type) are set to the correct value for the print media you are loading. (See [Paper Size](#) and [Paper Type](#) for detailed information about these settings.)
 - b Press **Go** to return to Ready.

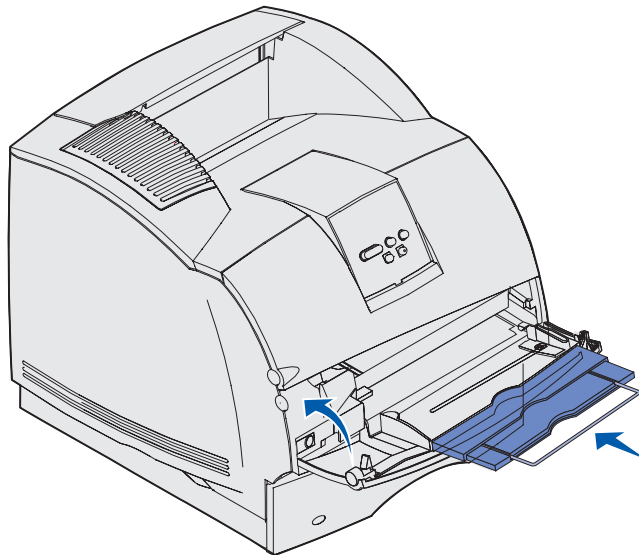
Note: Software settings may override operator panel settings.

Closing the multipurpose feeder

- 1 Remove print media from the multipurpose feeder.



- 2 Push the metal bar straight back to collapse the multipurpose feeder to its short-length position.

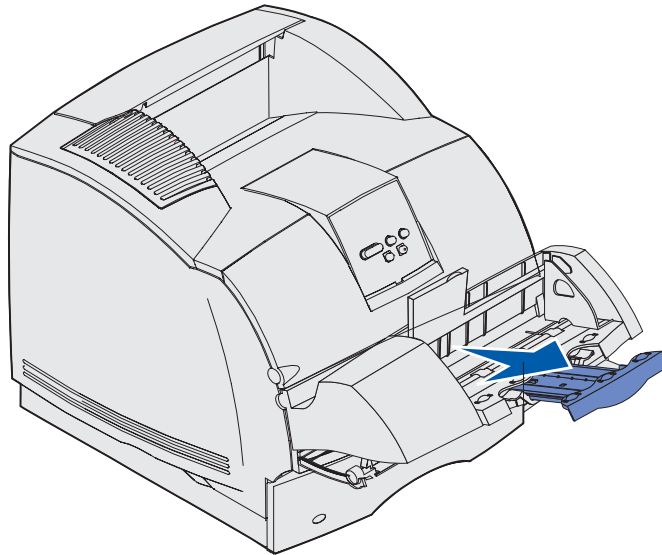


- 3 Close the multipurpose feeder door.

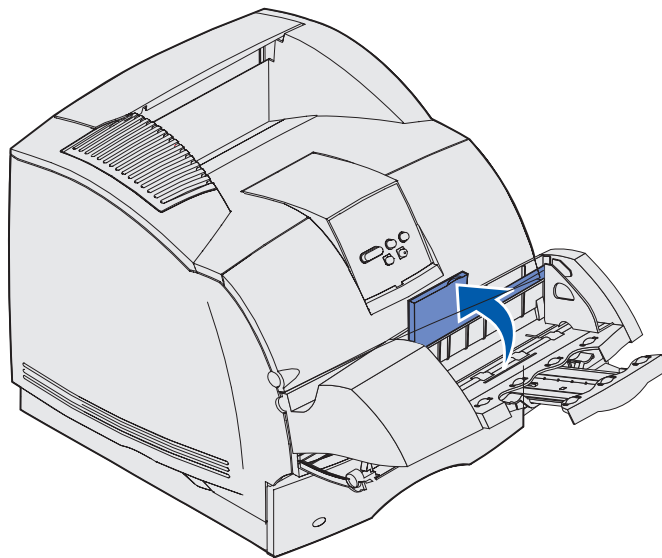
Using and loading the optional envelope feeder

- 1 Gently adjust the envelope support for the size you are loading:
 - Fully closed (pushed in toward the printer) for short envelopes
 - Extended to the middle position for medium-length envelopes
 - Fully open (extended to its full length) for long envelopes

Warning: *Do not* place objects on the envelope feeder. Avoid pressing down on it or applying excessive force.

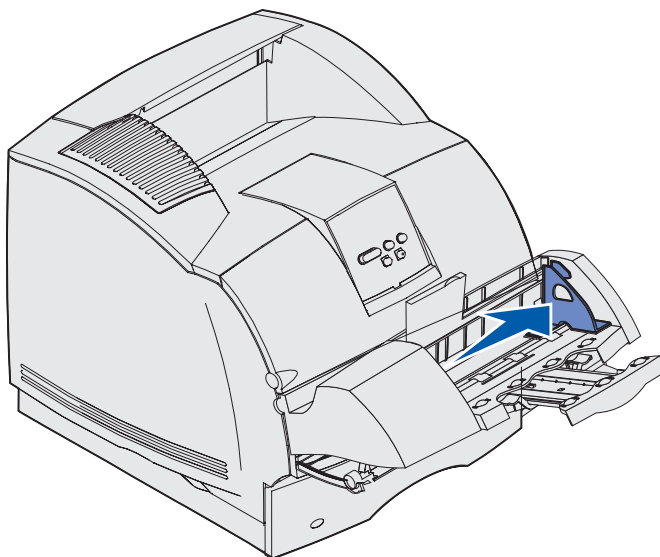


- 2 Lift the envelope weight back toward the printer. It stays in place.

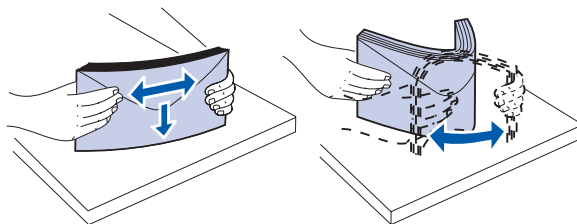


Using and loading the optional envelope feeder

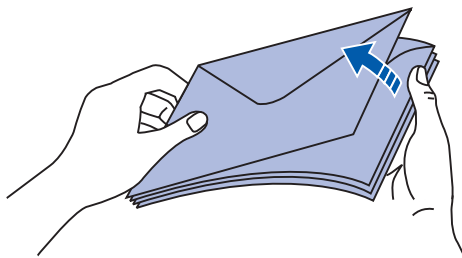
- 3 Slide the width guide to the far right.



- 4 Flex a stack of envelopes back and forth and then straighten the edges on a level surface. Press down the corners to flatten them.



Fan the envelopes. This prevents the edges of the envelopes from sticking together and helps them feed properly.

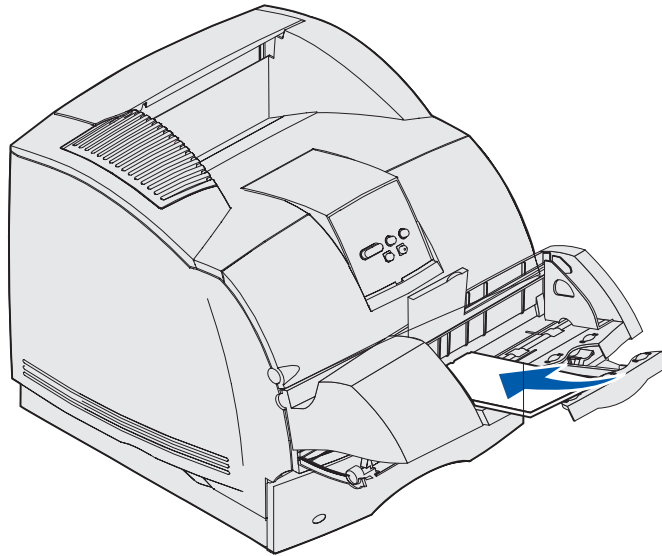


Note: When you load envelopes, do not exceed the maximum stack height of 64.7 mm (2.55 in.). The envelope feeder holds a maximum of 85 envelopes (75 g/m², 20 lb bond).

Using and loading the optional envelope feeder

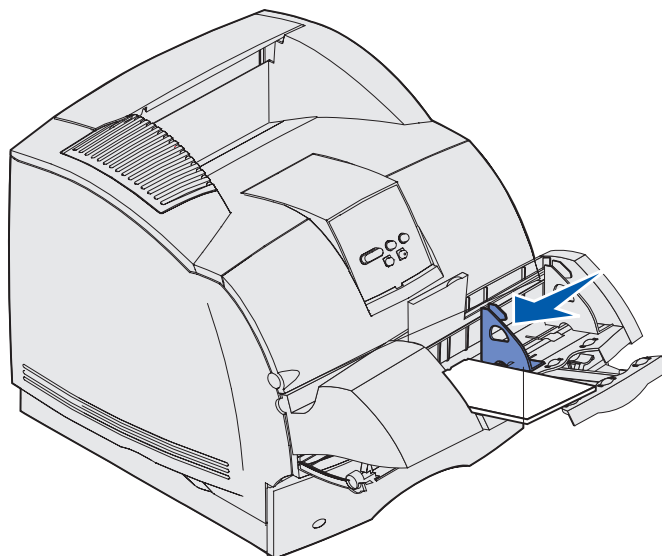
- 5 Load the stack of envelopes flap side down with the stamp area and the flap on the left. The end of the envelopes with the stamp area enters the envelope feeder first. Let the envelopes at the bottom of the stack slide into the envelope feeder slightly more than the ones at the top of the stack.

Warning: Never use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer. See **Envelopes** for more information.



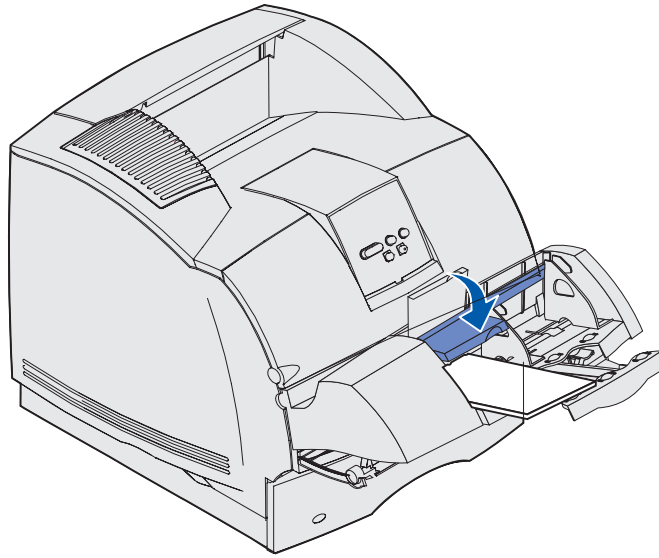
Note: Do not try to load more envelopes by forcing them under the envelope weight. This results in jams.

- 6 Slide the width guide to the left until it lightly touches the stack. Make sure the envelopes do not buckle.



Using and loading the optional 2000-sheet drawer

- 7 Lower the envelope weight to touch the stack.



- 8 Select the source, size, and type from your software application.
- 9 Select the envelope size and type from the printer operator panel:
- a Make sure the Paper Size for the envelope feeder (Env Feeder Size) is set to the correct envelope size you are loading. (See [Paper Size](#) for detailed information about this setting.)
 - b Press **Go** to return to Ready.

Note: Software settings may override operator panel settings.

If envelopes jam, see [Clearing jams](#).

Using and loading the optional 2000-sheet drawer

The optional 2000-sheet drawer accepts paper, labels, and transparencies.

Proper loading can prevent jams and help to ensure trouble-free printing.

To avoid jams:

- Do not load print media above the load line. See [page 68](#) to locate the load line.
- Do not fold or crease the paper.
- Align print media to the back of the drawer.
- Do not mix sizes or weights in the same source.

Using and loading the optional 2000-sheet drawer

- Do not open the loading door or remove any print media while a job is printing or **Busy** is displayed on the operator panel.

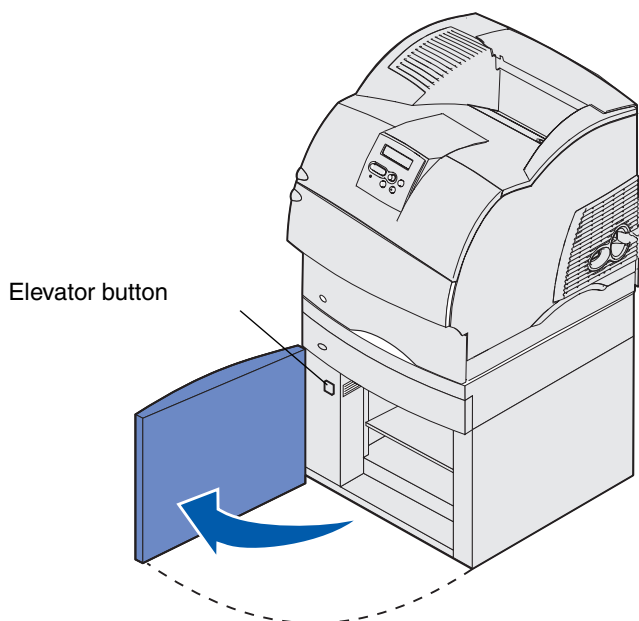
Note: When loading more than one ream of paper, we recommend you remove the top and bottom sheet.

Before loading print media in the drawer, you should know the recommended print side of the paper you are using. This information is usually on the paper package. To load the print media, follow these steps:

- 1 If you are loading paper for the first time, go to **step 2** now. If not, note the print media size previously loaded. If you are unsure of the print media size, go to the printer operator panel and follow these steps:
 - a Make sure the printer power is on and the **Ready** message appears on the display.
 - b Select Menus.
 - c Select Paper Menu.
 - d Select Paper Size.
 - e Select Tray x Size (where x represents the tray number of the 2000-sheet drawer).

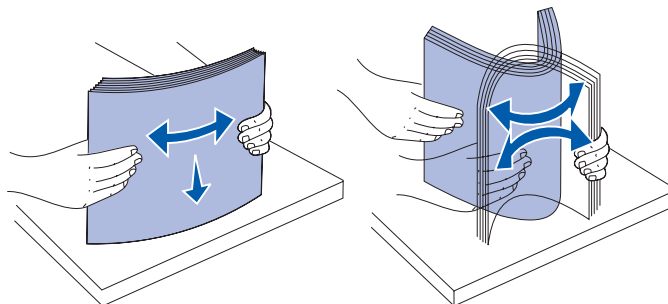
If you want to load a print media size different from the one selected, see **page 69** for instructions, and then proceed with **step 2**.

- 2 Open the loading door. If the elevator tray is not already in the lowered position, push the elevator button to lower.



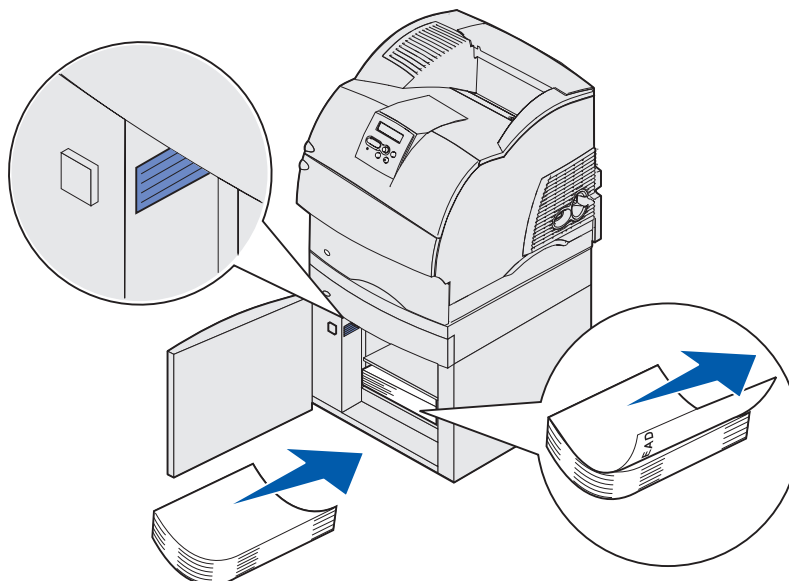
Using and loading the optional 2000-sheet drawer

- 3 Flex each stack of print media back and forth. Do not fold or crease the paper. Straighten the edges on a level surface. To prepare transparencies for loading, see [page 54](#).



- 4 Slightly bend the stack of print media as shown and place it on the elevator tray with the preferred print side facing down. Align the stack of print media to the back of the drawer.

Carefully align each stack as you load it to ensure a smooth edge where the stacks meet. Do not load print media above the load line.



This illustration shows the correct orientation for loading paper for *simplex* printing. Letterhead paper should be loaded with the printed side *face down* and the page top to the front of the drawer. Do not mix weights of paper.

For *duplex* printing on letterhead paper, place the printed side *face up* with the page top to the rear of the drawer.

- 5 Close the loading door.

Note: If you need to return your 2000-sheet drawer, make sure all paper has been removed from the unit *before* packing.

Changing the print media size for the 2000-sheet drawer

Your 2000-sheet drawer comes pre-configured for either letter or A4 size.

To change the print media size prior to installation, proceed to **step 7** of the following instructions now. If you are changing the print media size for a unit that is already attached to a printer and a power source, proceed with **step 1**:

- 1** Open the loading door.
- 2** Push the elevator button located on the left side of the door opening. See the illustration on [page 67](#).
- 3** Remove paper from the elevator tray and close the loading door.
- 4** Re-open the door. The printer elevator tray should be approximately halfway up.
- 5** Unplug the power cord.
- 6** Remove the printer and all attached options from the 2000-sheet drawer.

CAUTION: Remove the attached options one at a time. Make sure your fingers are not under the printer when you set it down. Use the handholds on the printer or ask someone to help you lift it.

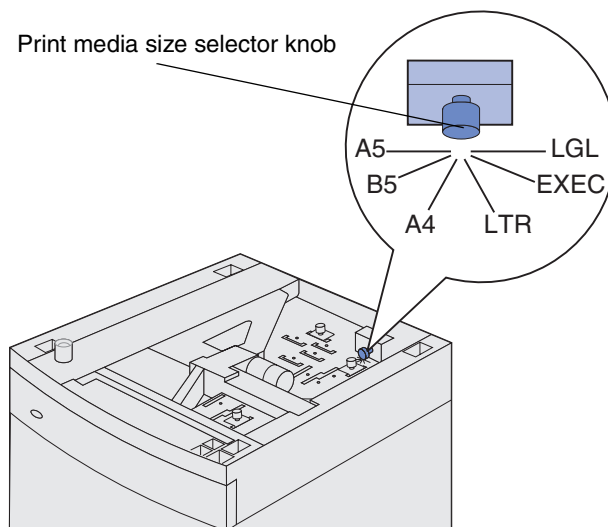
- 7** Locate the size selector knob on top of the drawer. See [page 70](#) for an illustration and location of the knob.

Note: Six paper selections are available. Each paper selection is color-coded. A new print media size is displayed on the operator panel after the paper elevator tray is in the up position.

- 8** To make a selection, turn the knob completely in a counterclockwise direction. This action sets the print media size to legal (LGL).

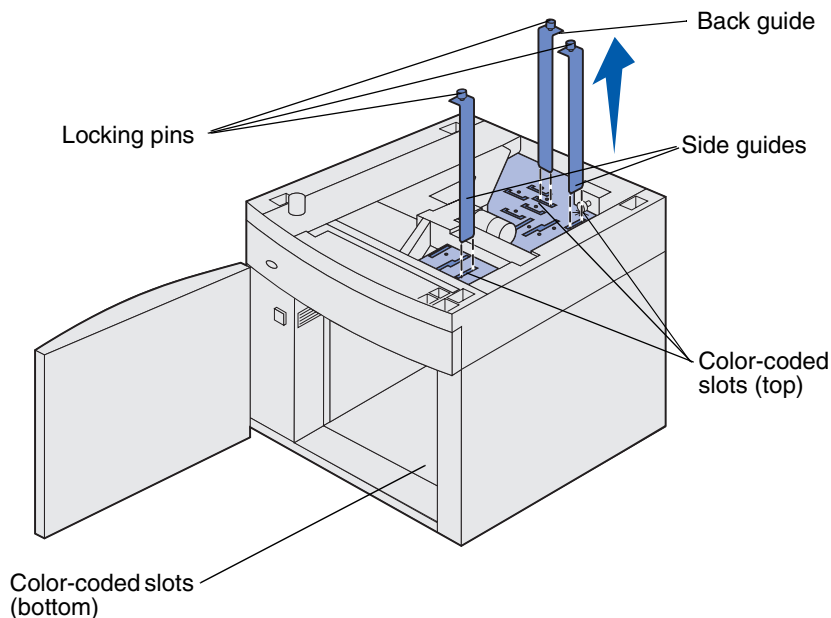
Using and loading the optional 2000-sheet drawer

- 9 Count the clicks as you turn the knob clockwise to find the correct print media size. For example, one click sets the print media size to executive (EXEC).



Note: Make a note of the color associated with the print media size you select.

- 10 Pull each locking pin up to unlock it, and then pull up on the guides to remove them.



- 11 Reposition the guides in the color-coded slots, located at the top of the unit, corresponding to the print media size you selected.

- 12 Insert the guides into the matching colored slots located on the inside bottom of the unit. The guides should now be seated flush against the top of the unit.
- 13 Push each pin down to lock the guides in place.

Linking trays

Tray linking enables the automatic linking feature for trays when you load the same size and type of print media in multiple sources. The printer automatically links the trays; when one tray is empty, print media feeds from the next linked tray.

For example, if you have the same size and type of print media loaded in tray 2 and tray 4, the printer selects print media from tray 2 until it becomes empty, and then the printer automatically feeds print media from the next linked tray — tray 4.

By linking all five trays, you effectively create a single source with a capacity of 4,000 sheets.

If you load the same size print media in each tray, make sure the print media is all the same type in order to link the trays.

Once the trays you selected are loaded with the same size and type of print media, select the same Paper Type setting in the Paper Menu for these sources.

To disable tray linking, set the Paper Type to a unique value in each one of the trays. If all the trays do not have the same type of print media when they are linked, you could mistakenly print a job on the wrong paper type.

Using the duplex function

Duplex printing (or *two-sided printing*) lets you print on both sides of a sheet of paper. For sizes that are acceptable for duplex printing, see [Print media sizes and support](#).

Select Duplex from your printer driver to print individual duplex jobs, or from the Local Printer Setup Utility to duplex all print jobs. See [Using the Local Printer Setup Utility](#) for more information.

For more information on bins, see [Using the output bins](#).

Duplex printing on letterhead

When duplex printing on letterhead from the multipurpose feeder, load it with the logo face down and entering the printer last.

When duplex printing on letterhead from the trays, load it with the logo face up and entering the printer first.

Using Duplex Bind

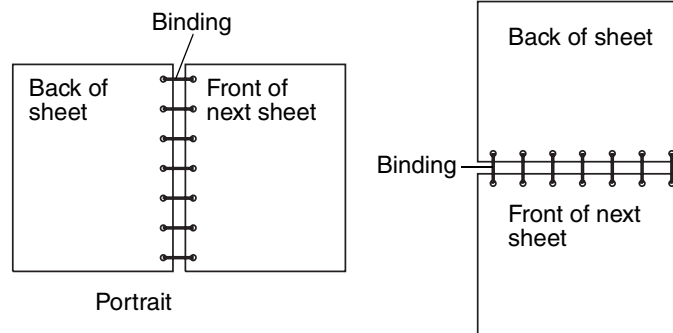
When you select duplex bind printing in the printer driver or Duplex Bind in the Finishing Settings in the Local Printer Setup Utility, you must select either long edge or short edge binding, which are the values for this setting. The purpose of Duplex Bind is to define the way duplexed pages are bound, and how the printing on the back of the sheet (even-numbered pages) is oriented in relation to the printing on the front (odd-numbered pages).

The two values for Duplex Bind are:

Long Edge*

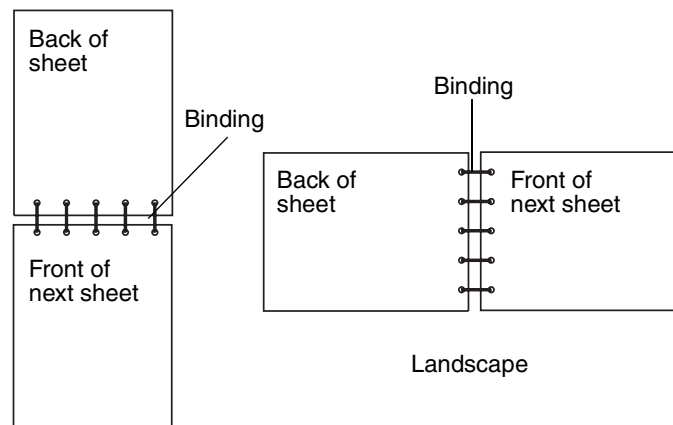
The asterisk (*) indicates this is the factory default setting

Assumes binding along the long end of the page (left edge for portrait orientation and top edge for landscape orientation). The following illustration shows long-edge binding for portrait and landscape pages:



Short Edge

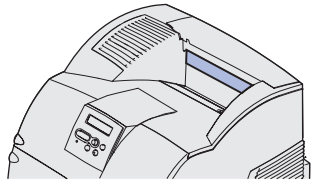
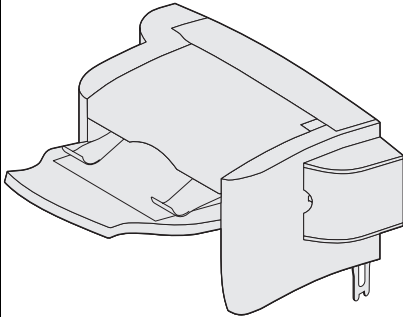
Assumes binding along the short edge of the page (top edge for portrait orientation and left edge for landscape orientation). The following illustration shows short-edge binding for portrait and landscape pages:



Using the output bins

There is one standard bin on all printer models. There are several optional output bins available for your printer.

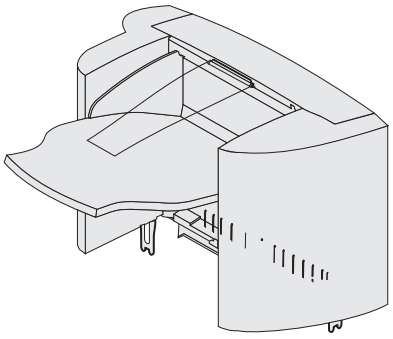
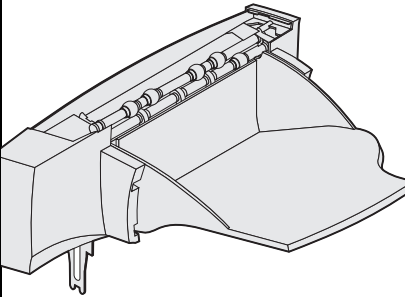
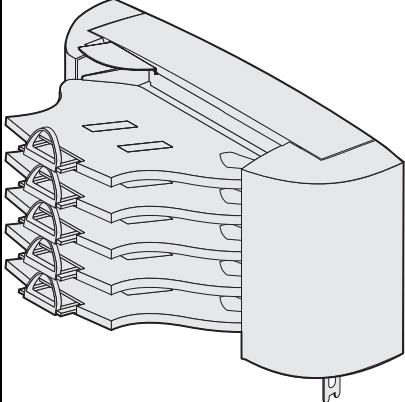
Output bin print media support and connectivity with other output bins

Output bin name	Each bin accommodates:		How many can be installed on the printer	Bin is allowed to connect with	Illustration of output bin
	Print media	Printer Models			
Standard bin	<ul style="list-style-type: none"> 250 sheets (75 g/m²) of plain paper 150 transparencies 100 labels 25 envelopes (75 g/m²) 	Model I	N/A - one is standard on the printer and located on top of the printer	Any of the options in combinations as follows in this column	
Standard bin	500 sheets (75 g/m ²) of plain paper 300 transparencies 200 labels <ul style="list-style-type: none"> 50 envelopes (75 g/m²) 	Model II	N/A - one is standard on the printer and located on top of the printer	Any of the options in combinations as follows in this column	
Finisher	500 sheets (75 g/m ²) of plain paper	Model I Model II	1	1 output expander or 1 5-bin mailbox *	

* See the *Setup Guide* for information on how to install options in relation to each other.

Using the output bins

Output bin print media support and connectivity with other output bins

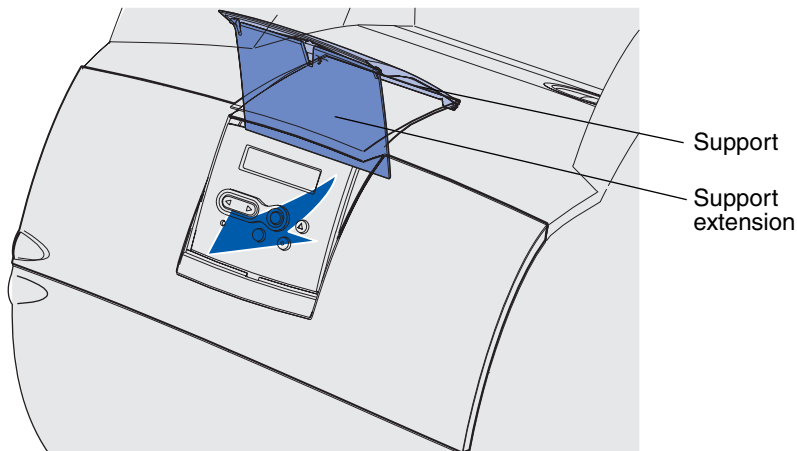
Output bin name	Each bin accommodates:		How many can be installed on the printer	Bin is allowed to connect with	Illustration of output bin
	Print media	Printer Models			
High-capacity output stacker	<ul style="list-style-type: none"> 1850 sheets (75 g/m²) of plain paper Envelopes 	Model I Model II	1	1 output expander *	
Output expander	<ul style="list-style-type: none"> 650 sheets (75 g/m²) of plain paper 50 envelopes (75 g/m²) 	Model I Model II	3	1 5-bin mailbox, 1 high-capacity output stacker, or 1 finisher *	
5-bin mailbox	100 sheets (75 g/m ²) of plain paper for each of the five bins for a total of 500 for all bins	Model II	2	1 output expander or 1 finisher *	

* See the *Setup Guide* for information on how to install options in relation to each other.

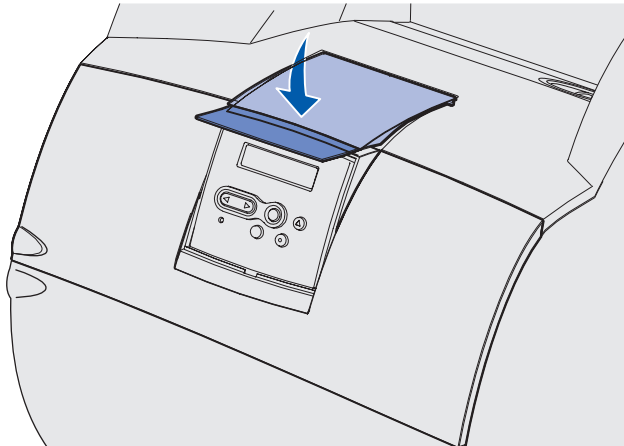
Using the support extension in the standard bin

The standard bin on all models has a print media support which keeps print media from sliding into the gap between the standard bin and the upper front door when the door is opened. Underneath the support is an extension for use when printing on legal paper. To use the support extension:

- 1 Gently lift the support.
- 2 Pull the support extension down and then forward.



- 3 Gently release the support extension and it drops to its open position.



4

Maintenance

The following sections deal with topics for a network administrator in charge of the printer.

Maintaining your printer

Periodically, you need to complete certain tasks to maintain optimum print quality. These tasks are covered in this chapter.

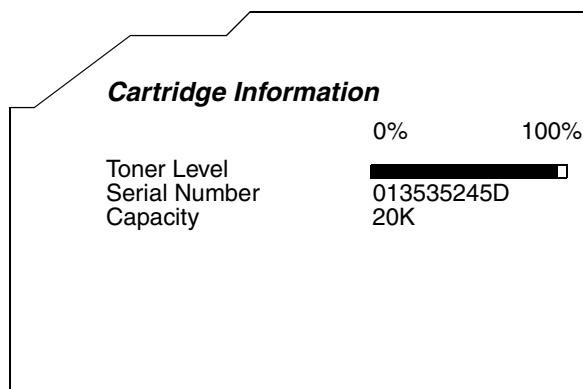
If several people are using the printer, you may want to designate a key operator to do the setup and maintenance of your printer. Refer printing problems and maintenance tasks to this key operator.

Contact the place where you bought your printer for information about authorized supplies dealers in your area.

Determining the status of supplies

The printer uses the second line of the display to alert you to any supply or maintenance items that need replacing. However, the printer can only display information about one item at a time.

If you want to determine the status of consumables installed in your printer, you can print the menu settings page from the Utilities Menu. (Press **Menu** until you see Utilities Menu, and then press **Select**. Press **Menu** until you see Print Menus, and then press **Select** to print the menu settings page.) One or two pages print depending on the number of menu settings you have. Look for “Cartridge Information” on the page; the percentage of life remaining for each of the items is indicated.



Conserving supplies

Several settings in your application software or on the display let you conserve toner and paper:

Supply	Setting	What the setting does	For more information, see...
Toner	Toner Darkness in the Quality Menu	Lets you adjust the level of toner released on a sheet of print media. The values range from 1 (lightest setting) to 10 (darkest setting).	Toner Darkness
Print media	Multipage Print in the Finishing Menu	Causes the printer to print the two or more page images on one side of a sheet. Values for Multipage Print are 2 Up, 3 Up, 4 Up, 6 Up, 9 Up, 12 Up, and 16 Up. Combined with the duplex setting, Multipage Print lets you print up to 32 pages on one sheet of paper (16 images on the front and 16 on the back).	Multipage Print
	Duplex in the Finishing Menu	Duplex printing is available when you attach the optional duplex unit. It lets you print on both sides of a sheet of paper.	Duplex
Print media	Use your software application or printer driver to send a Verify Print job. Use Held Jobs in the Job Menu to access your Verify Print job.	Lets you examine the first copy of a multiple-copy job to be sure it is satisfactory before you print the other copies. If the job is unsatisfactory, you can cancel the job.	Verify Print Canceling a print job Held Jobs

Ordering supplies

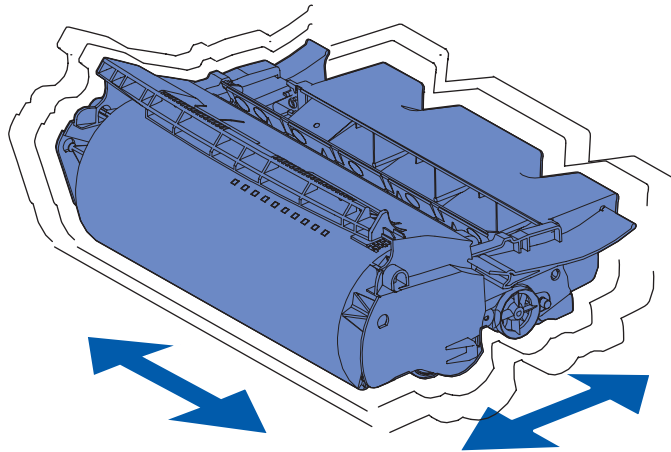
To order supplies, contact the place where you bought your printer for more information.

Ordering a print cartridge

When the **88 Toner Low** message appears, you should order a new print cartridge. You can print a few hundred pages after the **88 Toner Low** message comes on.

Ordering supplies

To use the remaining toner, remove the print cartridge, and then shake it gently back and forth.



You need to have a new cartridge available when the current one no longer prints satisfactorily.

For information about the print cartridges available for your printer, contact the place where you bought your printer.

Maintenance kit

80 Scheduled Maintenance appears on the display after 300,000 pages have printed to let you know it is time to replace printer maintenance items. Order a maintenance kit when **80 Scheduled Maintenance** first appears on the display. The maintenance kit contains all the items necessary to replace the pick rollers, the charge roll, and the transfer roller.

For information about maintenance kits available for your printer, contact the place where you bought your printer.

For finisher maintenance information, refer to the *StapleSmart™ Reference* that came with your finisher.

Ordering a charge roll

We recommend ordering a new charge roll when toner fog or background shading appears on printed pages. To order a charge roll, contact the place where you bought your printer for more information.

Ordering a transfer roller

To order a transfer roller, contact the place where you bought your printer for more information.

Ordering pick rollers

To order pick rollers, contact the place where you bought your printer for more information.

Ordering a label fuser cleaner

A special label fuser cleaner should be used for label applications to optimize feeding reliability. To order this item separately, contact the place where you bought your printer for more information.

Label fuser cleaners are not recommended for duplex printing.

Ordering staple cartridges

Staple cartridges hold 3,000 staples. To order this item, contact the place where you bought your printer for more information.

Storing supplies

Use the following guidelines for proper print media storage. These help avoid paper feeding problems and uneven print quality:

- For best results, store print media in an environment where the temperature is approximately 21°C (70°F) and the relative humidity is 40%.
- Store cartons of print media on a pallet or shelf, rather than directly on the floor.
- If you store individual packages of print media out of the original carton, make sure they rest on a flat surface so the edges do not buckle or curl.
- Do not place anything on top of the print media packages.

Storing the print cartridge

Store the print cartridge in the original packaging until you are ready to install it.

Do not store the print cartridge in:

- Temperatures greater than 40°C (104°F).
- An environment with extreme changes in humidity or temperature.
- Direct sunlight.
- Dusty places.
- A car for a long period of time.
- An environment where corrosive gases are present.
- An environment with salty air.

Replacing the print cartridge

Order a new print cartridge when the **88 Toner Low** message first appears so you will have it when the current one no longer prints satisfactorily. See [Ordering a print cartridge](#) for more information.

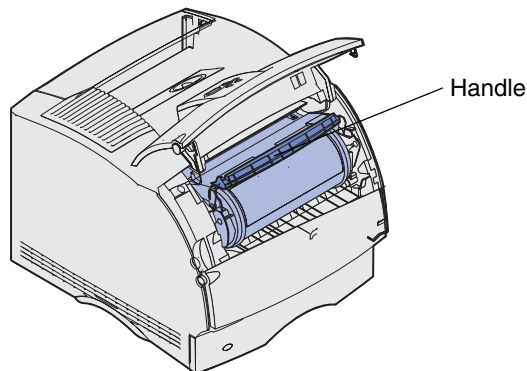
Note: The manufacturer does not recommend that you use print cartridges from a third-party refiller. Print quality and printer reliability cannot be guaranteed if you do.

Removing the used print cartridge

- 1 Turn the printer off and unplug the printer power cord.

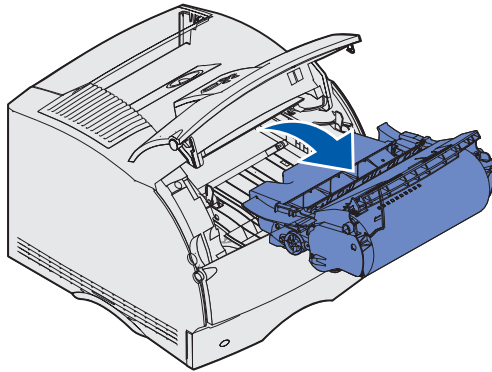
Note: Remove any print jobs from any output bins before opening the upper front door.

- 2 Open the upper front door.
- 3 Grasp the print cartridge by the handle.



Replacing the print cartridge

- 4 Lift the print cartridge up and out.

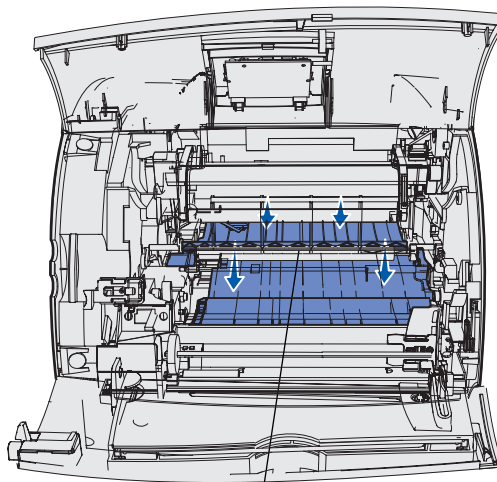


- 5 Set it aside.

Cleaning the printer

Using a clean, lint-free cloth, gently clean the shaded areas by wiping toward the front of the printer.

Warning: Do not touch the transfer roller.

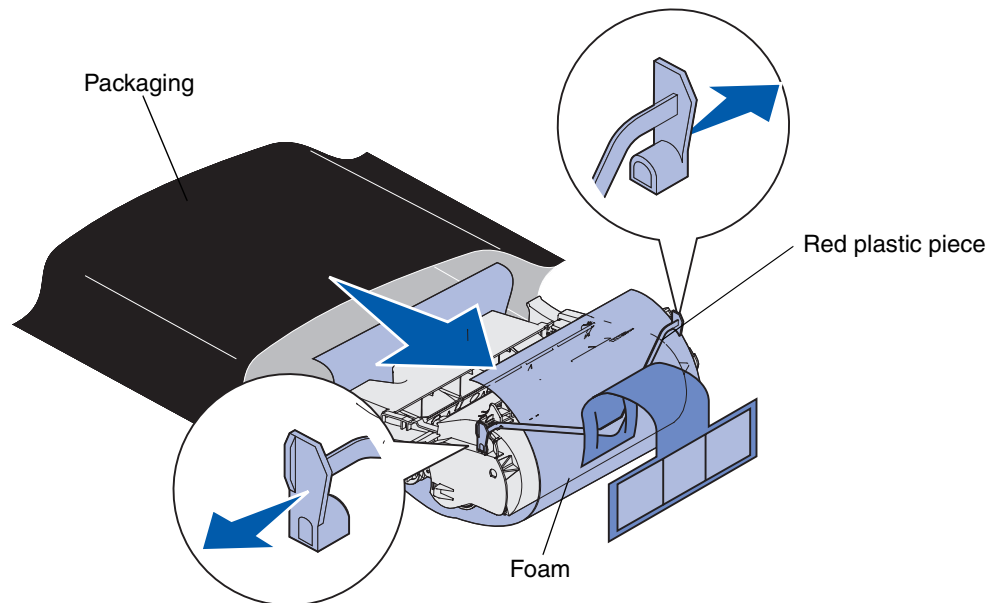


Transfer roller

CAUTION: The rear portion of the inside of the printer is hot due to the fuser. Allow time for the printer to cool before attempting to remove parts in this area.

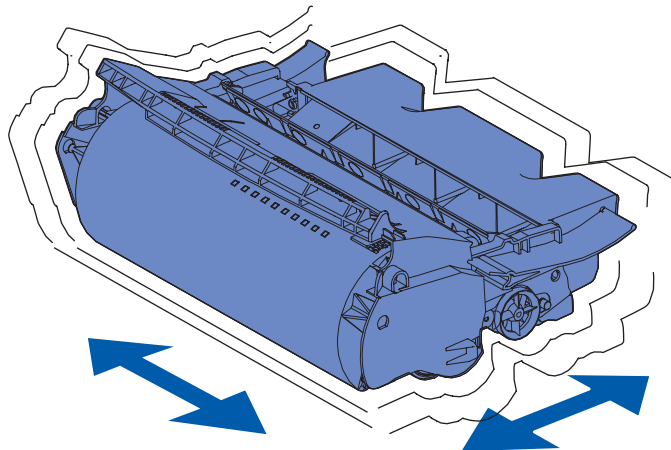
Installing the new print cartridge

- 1 Remove the new cartridge from the packaging. Remove the red plastic piece and foam. Save the packaging and foam to return the used print cartridge.



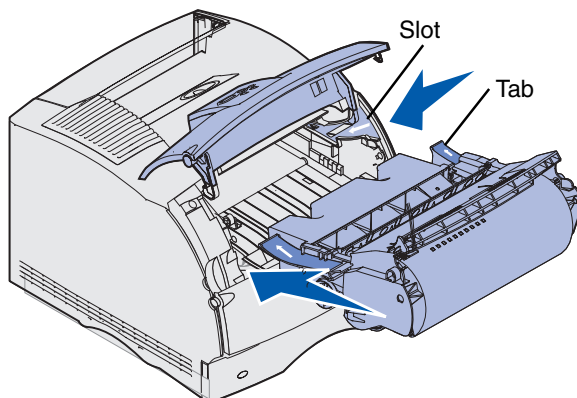
Warning: Do not touch the photoconductor drum on the underside of the print cartridge.

- 2 Hold the print cartridge by the handle and gently shake it side-to-side to distribute the toner.

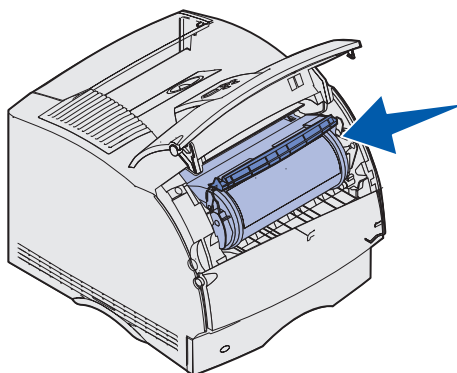


Replacing the charge roll

- 3 Hold the print cartridge by the handle and insert it into the printer. Align the tabs on each side of the print cartridge with the slots on each side of the print cartridge cradle.



- 4 Slide the print cartridge into the printer until it *snaps* into place.



- 5 Close the upper front door.
- 6 Turn the printer on.

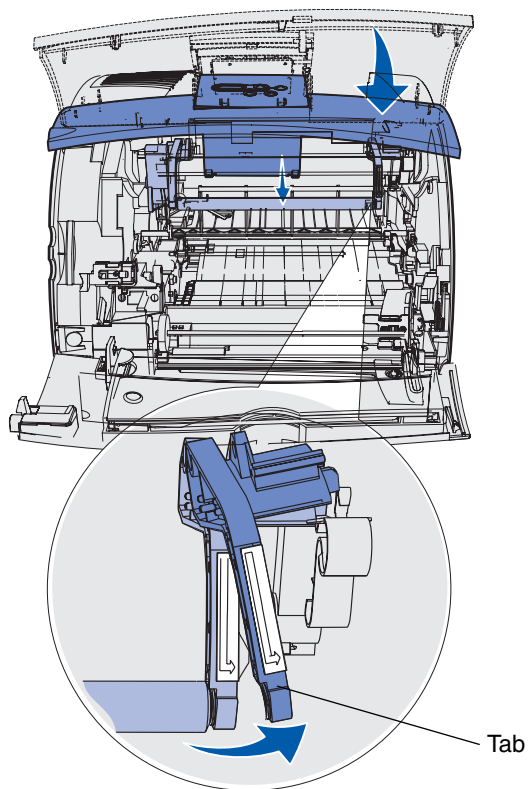
Replacing the charge roll

Order a new charge roll kit when toner fog or background shading appears on printed pages. See [Ordering supplies](#) for information on ordering a charge roll.

- 1 Turn the printer off and unplug the printer power cord.
- 2 Open the front doors and remove the print cartridge.
- 3 Pull the upper front door halfway down.
- 4 Locate the used charge roll above the area for the print cartridge.
- 5 Locate the label with an arrow on the right side of the housing. It is attached to the arm-like tab.

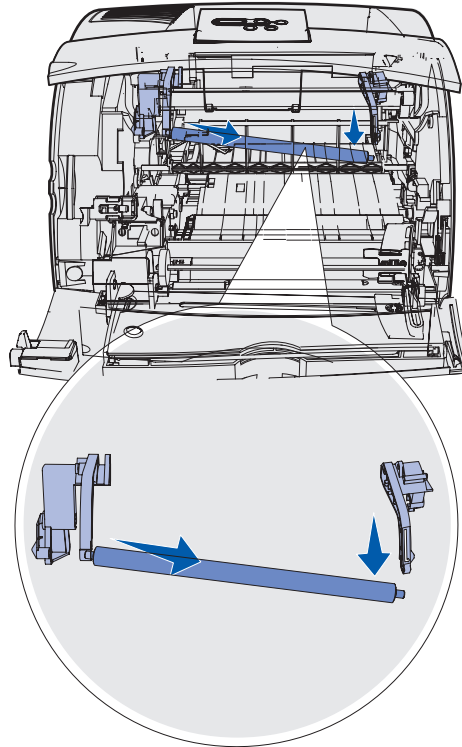
Replacing the charge roll

- 6** Push the arm-like tab to the right to release the charge roll.

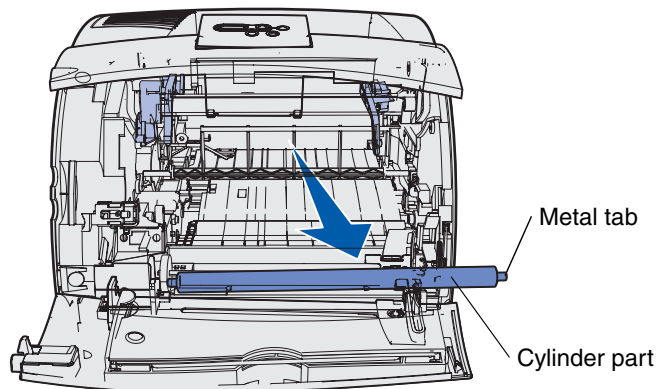


Replacing the charge roll

- 7 Pull down on the charge roll until it is loose.
- 8 Pull the charge roll to the right to loosen the left side.



- 9 Pull the charge roll straight out of the printer and set it aside.

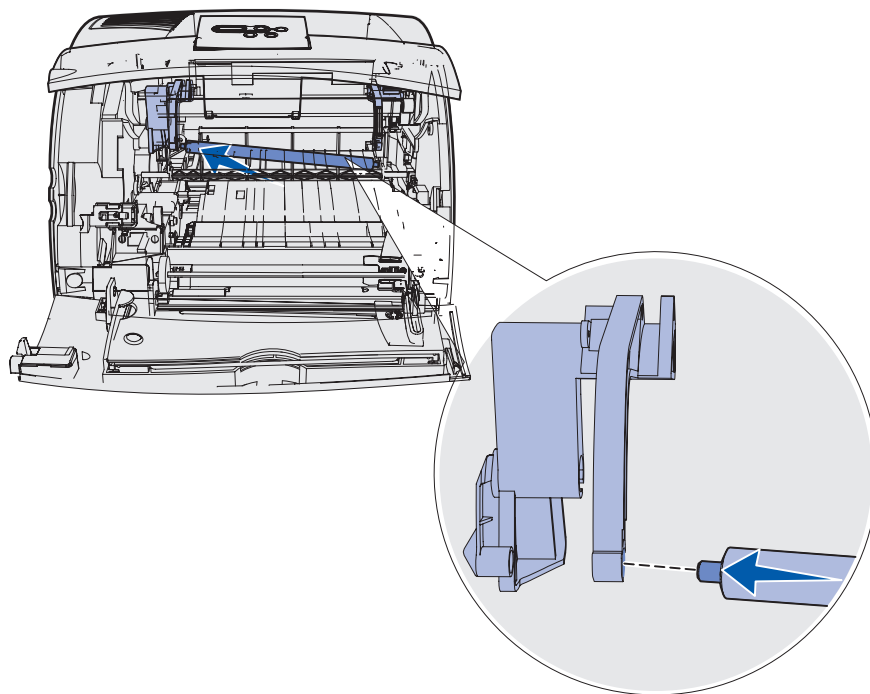


- 10 Remove any packaging from the new charge roll.

Warning: Do not touch the cylinder part of the charge roll when installing the unit. You may touch the metal tabs on each end to help you in the installation. Touching the cylinder part will contaminate the charge roll and affect printing.

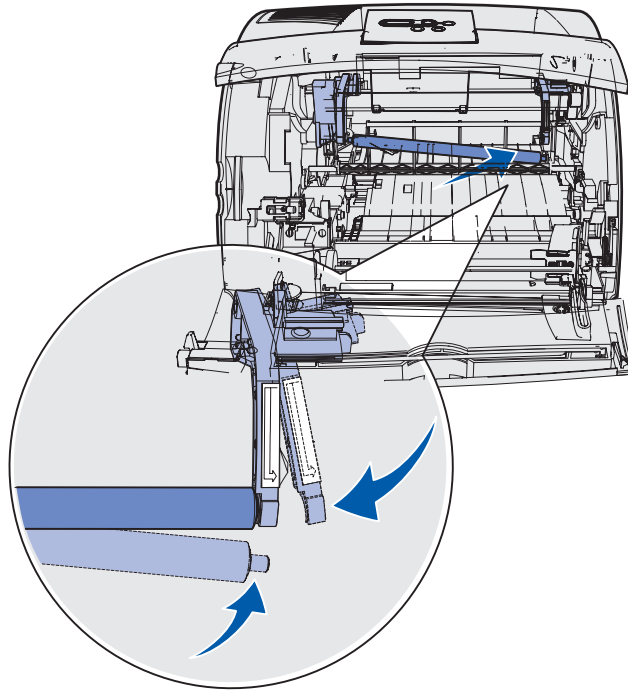
Replacing the charge roll

- 11** Align the metal tab on left side of the new charge roll with its hole and insert it.



Replacing the charge roll

- 12** Raise the right side of the charge roll.
- 13** Push the arm-like tab with the right arrow label on it to the right.
- 14** Lift the right side of the charge roll and insert it into its hole.



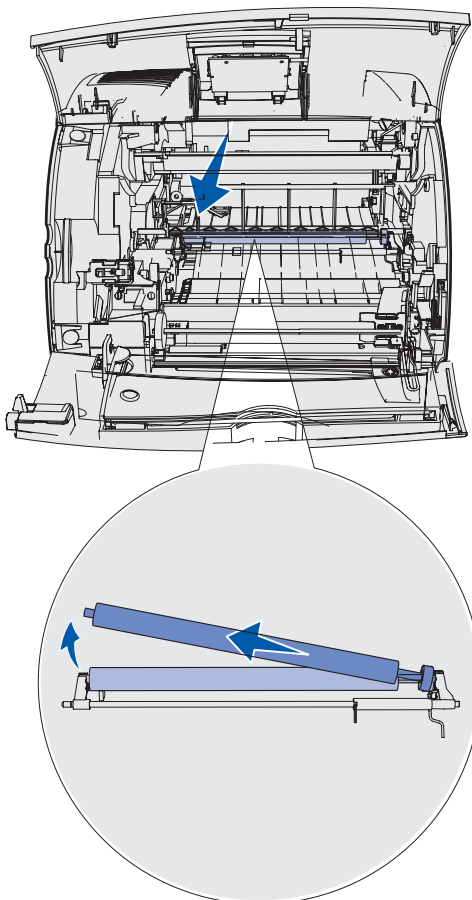
- 15** Release the metal arm-like tab.
- 16** Reinstall the print cartridge and close the front doors.
- 17** Plug the printer power cord into a properly grounded electrical outlet.
- 18** Reset the maintenance counter. See [Resetting the maintenance counter](#).

Replacing the transfer roller

Order a new transfer roller when light print, toner fog, or background shading appears on printed pages. See [Ordering supplies](#) for information on ordering a transfer roller.

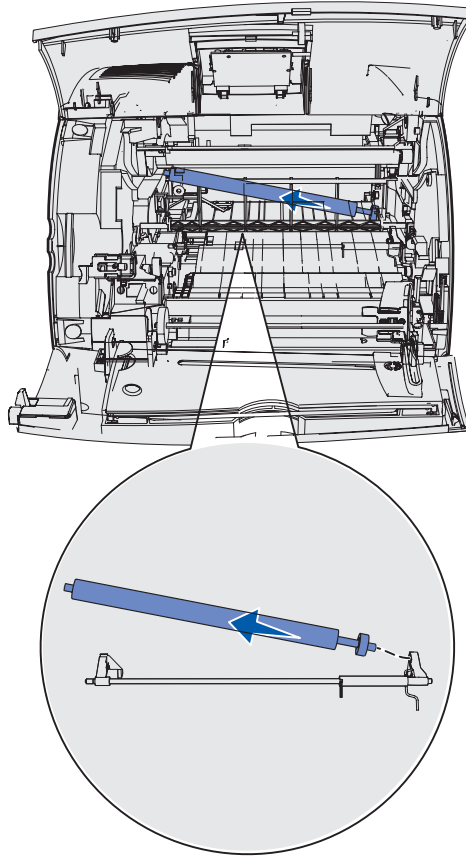
Complete the following steps to replace the transfer roller. Refer to the documentation that comes with the transfer roller for detailed installation information.

- 1 Turn the printer off and unplug the printer power cord.
- 2 Open the front doors and remove the print cartridge.
- 3 Locate the used transfer roller on the lower floor of the print cartridge housing.
- 4 Pry the left side of the transfer roller up from its slot to loosen it. (Use any kind of small tool.)



Replacing the transfer roller

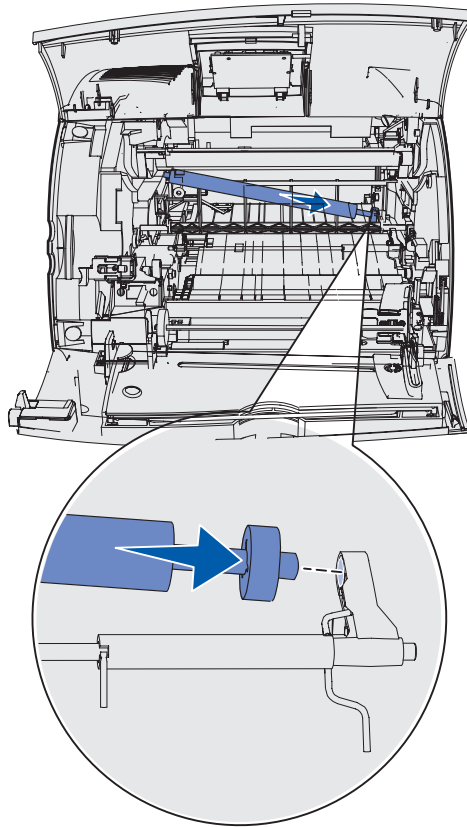
- 5 Pull the transfer roller to the left to loosen the right side and then pull it straight out of the printer. Set it aside.



- 6 Remove any packaging from the new transfer roller.

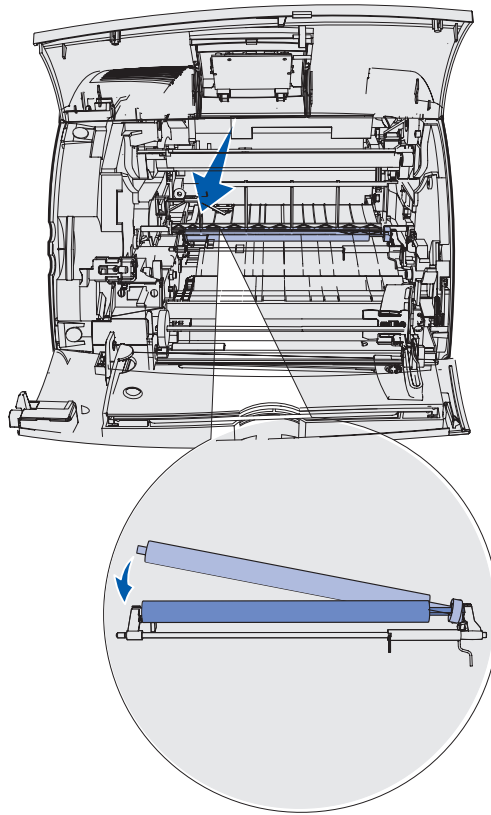
Replacing the transfer roller

- 7** Grasp the transfer roller on the left side as shown.
- 8** Locate the small hole and insert the metal tab on the right side of the transfer roller into the hole.



Replacing the transfer roller

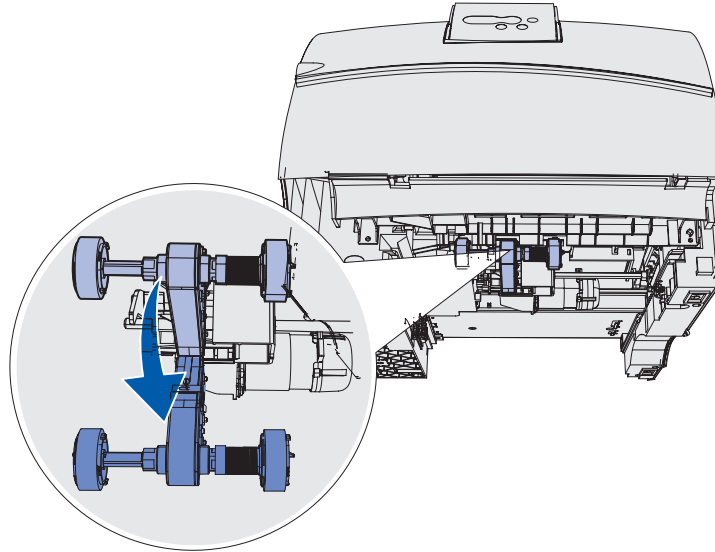
- 9 Lower the transfer roller gently until the left metal tab fits into the slot. You may have to push it down for a secure fit.



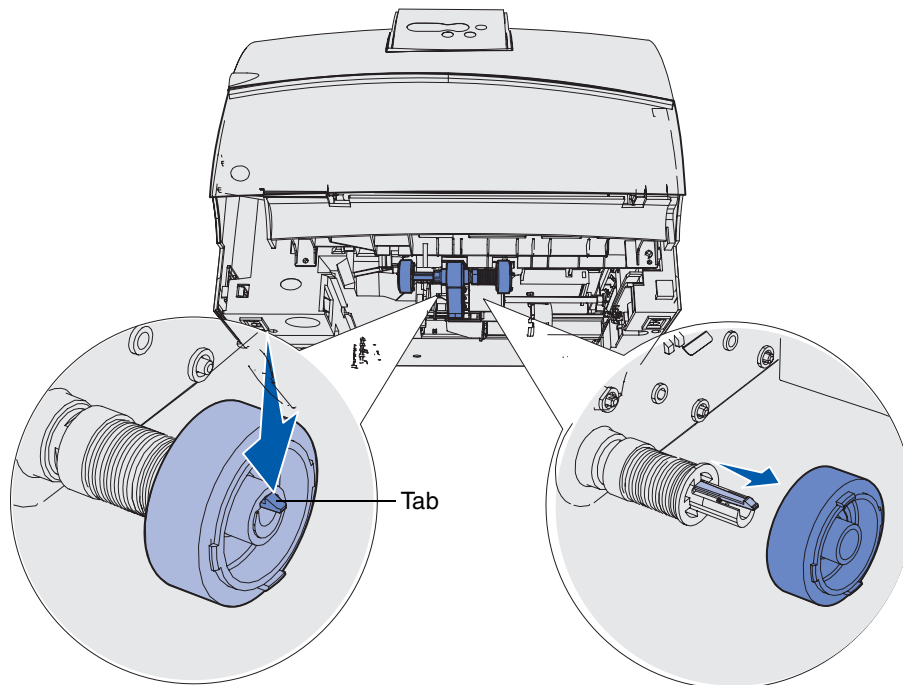
- 10 Reinstall the print cartridge and close the front doors.
- 11 Plug the printer power cord into a properly grounded electrical outlet.
- 12 Reset the maintenance counter. See [Resetting the maintenance counter](#).

Replacing the pick rollers

- 1 Remove the standard tray.
- 2 Look underneath the printer for the pick roller arm and pull it down.



- 3 Press on the end of the tab and pull the pick roller off the arm.



- 4 Repeat **step 3** on the other side to remove the other pick roller.

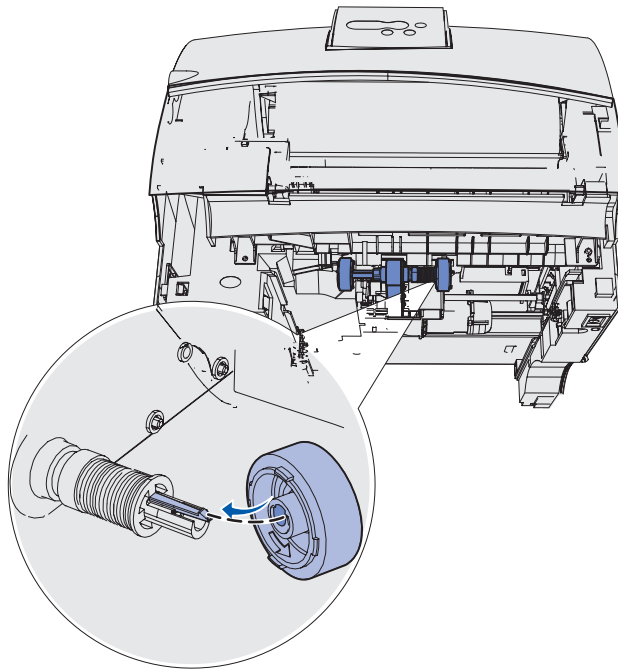
Replacing the pick rollers

- 5 Gently release the pick roller arm.
- 6 Discard the used pick rollers.

To install the new pick rollers:

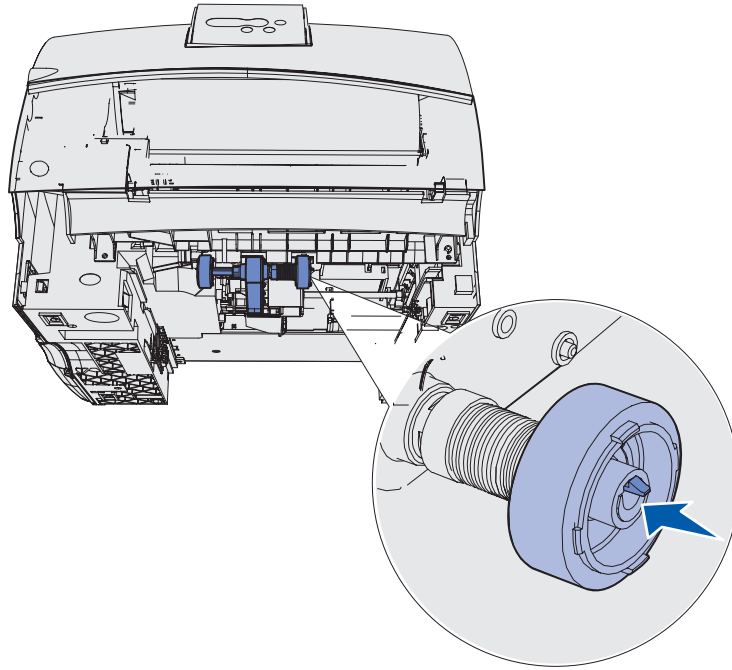
- 1 Remove the two pick rollers from the packaging.
- 2 Pull the pick roller arm down.
- 3 Locate the recessed area on the pick roller and align it with the tab on the arm.

Note: There are two arrows on each pick roller. Make sure the bottom arrow faces you as you align the recessed area with the tab.



Replacing the pick rollers

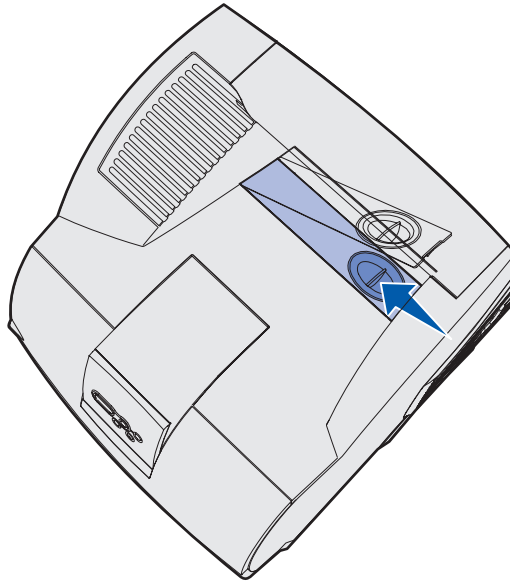
- 4 Push the pick roller onto the arm with the tab aligned.



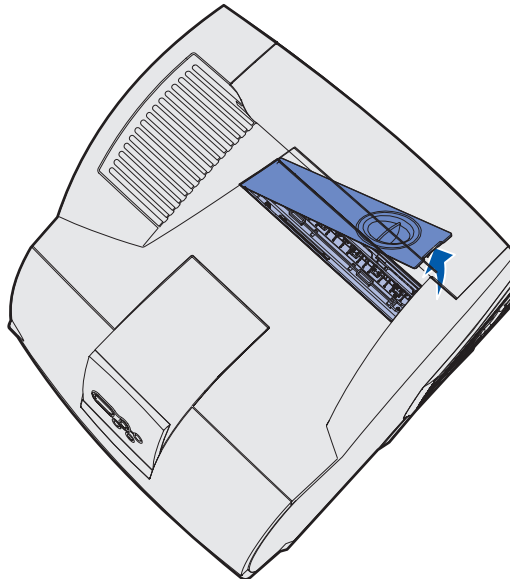
- 5 Repeat **step 3 on page 94** to **step 4** to install the other pick roller.
- 6 Gently release the pick roller arm.
- 7 Insert the standard tray.

Replacing the label fuser cleaner

- 1 Grasp the bar handle in the round hole on the fuser cover and pull to the left.

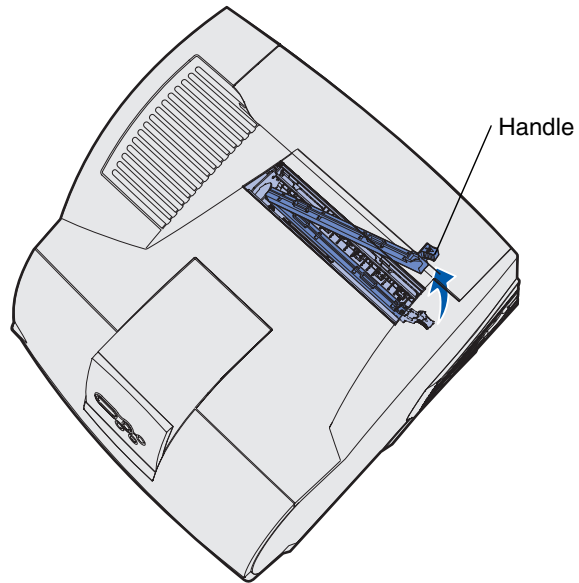


- 2 Lift up on the fuser cover and remove it.

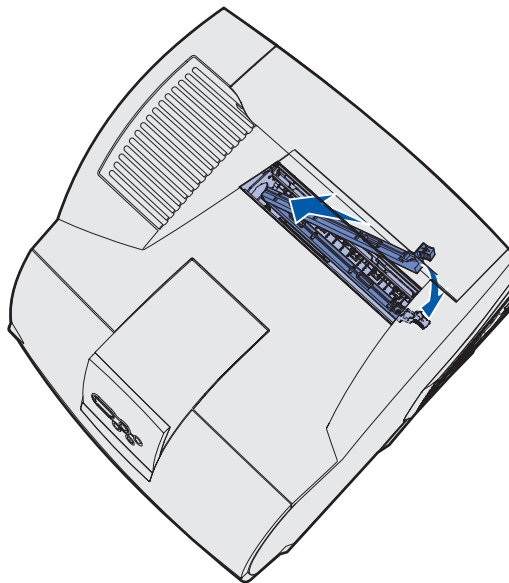


Replacing the label fuser cleaner

- 3** Grasp the handle, lift the fuser cleaner from its slot, and remove it. Discard it.

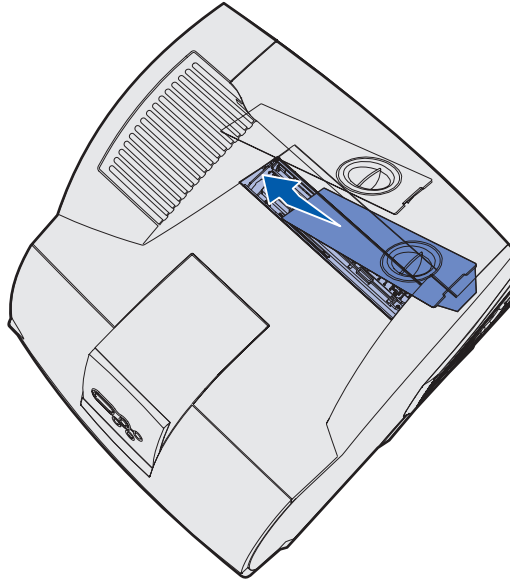


- 4** Remove the new fuser cleaner from its packaging.
- 5** Hold the fuser cleaner by the handle and align it with the slot.
- 6** Push the handle down so the cleaner drops fully into the slot.



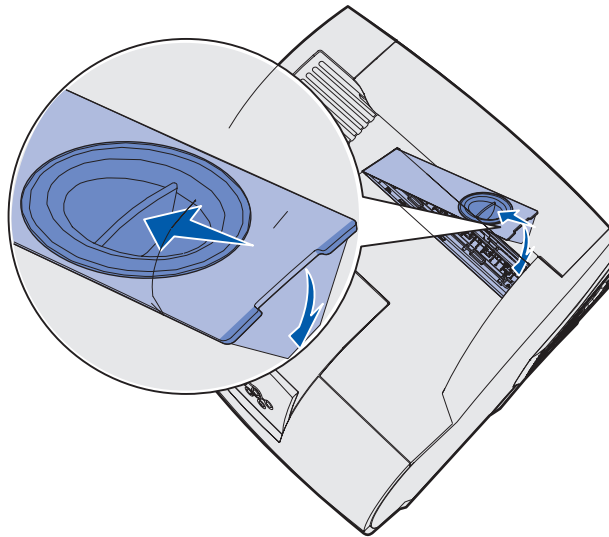
Replacing the label fuser cleaner

- 7** Angle the fuser cover to align the side of the fuser cover with the side of the fuser opening.



- 8** Lower the fuser cover on the right side until it almost meets the opening.

- 9** Gently pull the handle back until the two tabs on the right end fit under the right side.



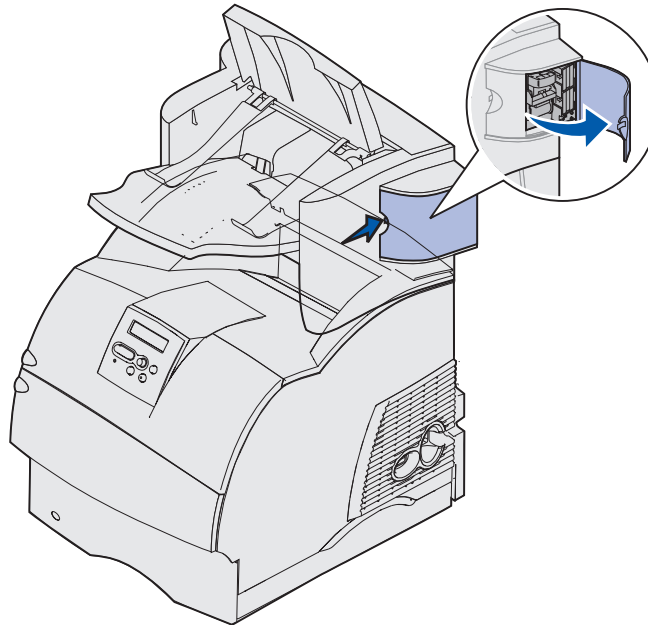
Replacing the staple cartridge

When **Staples Low** or **Staples Empty** appears on the operator panel display, complete the steps to insert a new staple cartridge in the finisher. Refer to the illustrations inside the stapler access door for more information. For information about ordering staple cartridges, see [Ordering supplies](#).

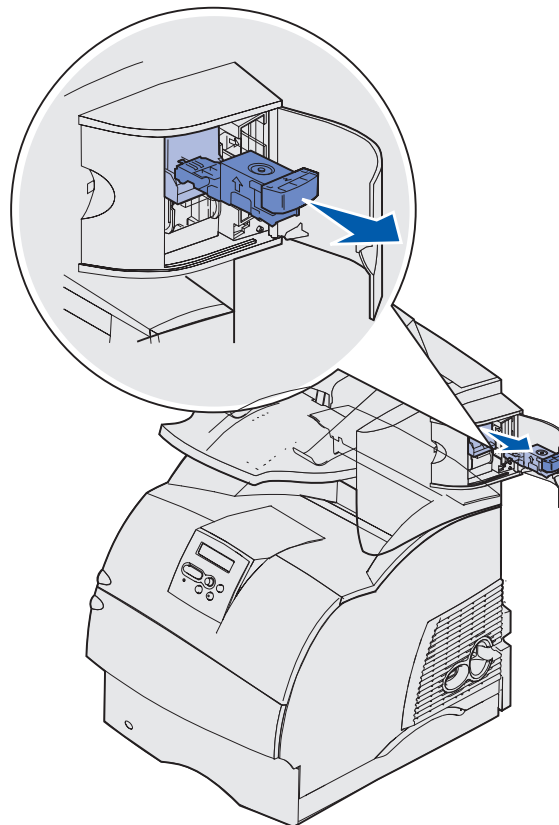
Note: If Staple Alarm is set to Single, the printer stops printing and the **Load Staples** message appears. Install a new staple cartridge or press **Go** to clear the message and continue printing. If Staple Alarm is set to Continuous, the printer displays the **Load Staples** message and continues printing. A partial sheet of staples will remain in the staple cartridge holder when this message appears. Do not remove this sheet. Install a new staple cartridge to properly feed the partial sheet of staples.

Removing a used staple cartridge

- 1 Push the latch and swing the staple access door open.

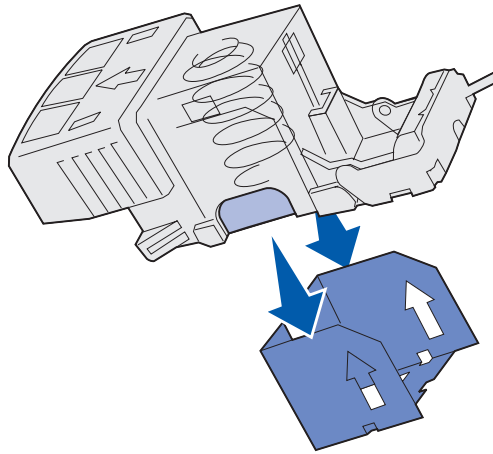


- 2 Grasp the staple cartridge holder by the colored tab and pull it out of the stapler.



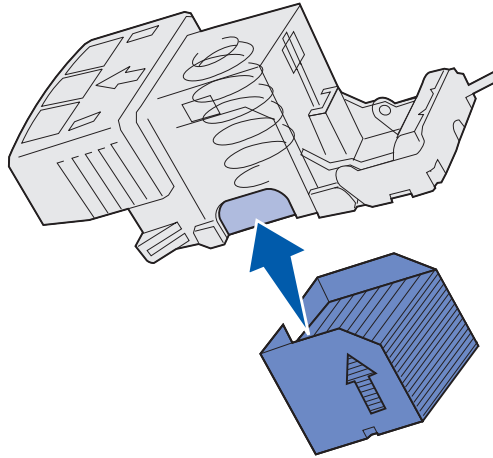
Replacing the staple cartridge

- 3 Pull the used staple cartridge down and out of the staple cartridge holder. Discard the used staple cartridge.



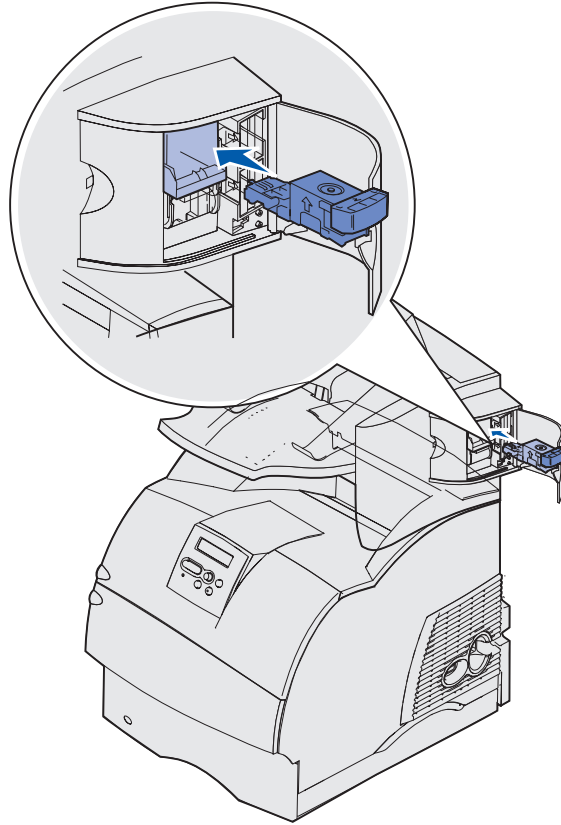
Installing a new staple cartridge

- 1 Remove the tape from the new staple cartridge.
- 2 Slide the new staple cartridge up and into the staple cartridge holder until it *snaps* into place.



Replacing the staple cartridge

- 3** Push the staple cartridge holder straight into the stapler until it *snaps* into place.



- 4** Close the staple access door.

Resetting the maintenance counter

After replacing all the items in the **maintenance kit**, reset the maintenance counter:

- 1 Press and hold the **Select** and **Return** buttons while you turn the printer on.
- 2 Release the buttons when **Performing Self Test** appears on the display.
The printer performs its power-on sequence, and then Config Menu appears on the first line of the display.
- 3 Press **Menu** until you see Reset Maint Cnt and then press **Select**.
Reset appears on the second line of the display.
- 4 Press **Select**.
Resetting Maint Cnt Value appears briefly on the display, and then is replaced by Config Menu on the top line and Reset Maint Cnt on the second line.
- 5 Press **Menu** until you see **Exit Config Menu**, and then press **Select**.
Activating Menu Changes appears briefly, followed by **Performing Self Test**. The printer returns to the Ready state.

Printer maintenance when printing on card stock

After printing approximately 10,000 pages of card stock (or each time you replace the print cartridge), complete the following steps to maintain printer feeding reliability:

- 1 Print five sheets of paper.
- 2 Wait approximately five seconds.
- 3 Print five more sheets of paper.

Printer maintenance when printing on labels

After continuously printing approximately 10,000 pages of labels (or each time you replace the print cartridge), complete the following steps to maintain printer feeding reliability:

- 1 Print five sheets of paper.
- 2 Wait approximately five seconds.
- 3 Print five more sheets of paper.

The sections in this chapter help you solve problems with the printer, options, or print quality.

Solving basic printer problems

Sometimes printer problems are very easy to solve. When you have a problem, first make sure that:

- If a message is displayed on the operator panel, see [Understanding the printer messages](#).
- The printer power cord is plugged into the printer and a properly grounded electrical outlet.
- The printer power switch is on.
- The electrical outlet is not turned off by any switch or breaker.
- Other electrical equipment plugged into the outlet is working.
- All options are properly installed.
- If you have checked all of the above and still have a problem, turn the printer power off, wait for about 10 seconds, and then turn the printer power on. This often fixes the problem.

Checking an unresponsive printer

When you have a problem, first make sure that:

- The printer power cord is plugged into the printer and a properly grounded electrical outlet.
- The printer power switch is on.
- The electrical outlet is not turned off by any switch or breaker.
- Other electrical equipment plugged into the outlet is working.
- You try turning the printer off, then wait for about 10 seconds, and turn the printer on. This often fixes the problem.
- Your printer driver settings are correct.

Note: If an error message appears, see [Understanding the printer messages](#).

Solving display problems

Problem	Action
Operator panel displays only diamonds or is blank.	<ul style="list-style-type: none">• Turn the printer off, wait about 10 seconds, and turn the printer on.• Performing Self Test appears on the operator panel. When the test is completed, Ready is displayed. <p>If the messages do not appear, turn the printer off and contact the place you bought your printer.</p>
Menu settings changed from the operator panel have no effect.	<p>Settings in the software application, the printer driver, or the printer utilities are overriding the settings made from the operator panel.</p> <ul style="list-style-type: none">• Change the menu settings from the printer driver, the printer utilities, or the software application instead of the operator panel.• Disable the settings in the printer driver, the printer utilities, or the software application so you can change settings from the operator panel.

Solving printing problems

Problem	Action
Job did not print or incorrect characters printed.	Make sure Ready appears on the operator panel before you send a job to print. Press Go to return to Ready .
	Make sure there is print media loaded in the printer. Press Go to return to Ready .
	Verify that the printer is using the correct printer language.
	Verify that you are using the correct printer driver.
	Make sure the parallel, serial, Ethernet, or USB cable is firmly plugged in at the back of the printer. Make sure you are using the correct cable. Use IEEE 1284-compliant parallel cable. If you use RS-232 Serial, verify that a null modem cable is used.
	If the printer is connected through a switch box, try a direct connection.
	Verify that the correct print media size is selected through the operator panel, in the printer driver, or in the software application.
	Make sure PCL SmartSwitch and PS SmartSwitch are set to On.


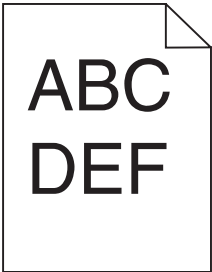
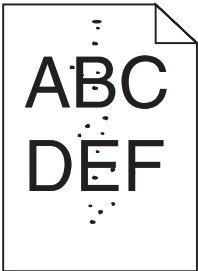
Solving printing problems

Problem	Action
Job did not print or incorrect characters printed (continued).	If you are using a print spooler, verify that the spooler is not stalled.
	If you print across a network or on a Macintosh computer, see Solving network printing problems .
	Check the printer interface from the Setup Menu. Determine which host interface you are using. Print a menu settings page to verify that the current interface settings are correct. See Solving network printing problems .
	If you are using a serial interface: <ul style="list-style-type: none"> • Make sure Honor DSR is set to Off. • Check the protocol, baud, parity, and data bit settings. The settings on the printer and on the host computer should match.
Printer is connected to the USB port, but will not print.	Make sure you are using Windows 98, Windows 2000, Windows Me, or another USB-capable operating system.
Print media misfeeds or multiple feeds occur.	Make sure the print media you are using meets the specifications for your printer. See Identifying print media sources and specifications for more details.
	Flex print media before loading it in any of the sources.
	Make sure the print media is loaded correctly.
	Make sure the width and length guides on the print media sources are adjusted correctly.
	Do not overfill the print media sources.
	Do not force print media into the multipurpose feeder when you load it; otherwise, it may skew or buckle.
	Remove any curled print media from sources.
	Load the recommended print side correctly for the type of print media you are using. See Loading print media in standard and optional trays for more information.
	Load less print media in the sources.
	Turn the print media over or around and try printing again to see if feeding improves.
	Do not mix print media types.
	Do not mix reams of print media.
	Remove the top and bottom sheets of a ream before loading the print media.
	Load a print media source only when it is empty.
Envelope misfeeds or multiple feeds occur.	Remove the stack of envelopes from the envelope feeder. Load one envelope, feed it through the printer, and then reload the stack of envelopes in the envelope feeder.
Page breaks in unexpected places.	Check the Print Timeout setting in the Setup Menu. Increase the setting.

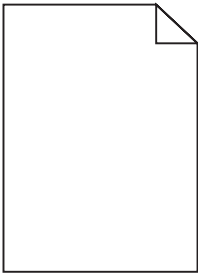
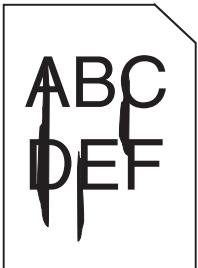
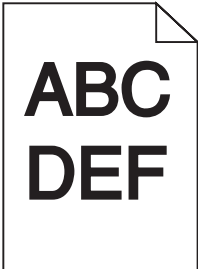
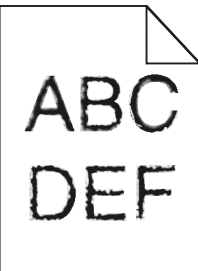
Solving printing problems

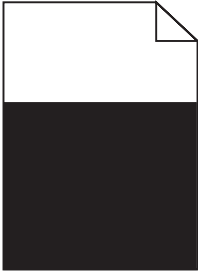
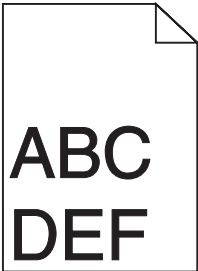
Problem	Action
Job prints from the wrong source or on the wrong print media.	Check the Paper Type setting in the Paper Menu from the printer operator panel and in the printer driver.
Print media does not stack neatly in any output bin.	<ul style="list-style-type: none">• Turn the print media stack over in the tray or multipurpose feeder.• Make sure you are using a print media size compatible with your optional output bins. See Identifying print media sources and specifications.
Printer does not duplex pages.	<ul style="list-style-type: none">• Make sure Duplex is selected in both the Finishing Menu and in the printer driver.• Make sure you have enough printer memory installed.

Solving print quality problems

Problem	Action
<p>Print is too light.</p> 	<ul style="list-style-type: none"> • The toner may be low. To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, shake the print cartridge back and forth. Reinstall the cartridge and then press Go. • Change the Toner Darkness setting in the Quality Menu. • If you are printing on an uneven print surface, change the Paper Weight and Paper Texture settings in the Paper Menu. See Paper Type. • Verify that the correct print media is being used.
<p>Toner smears or print comes off the page.</p> 	<ul style="list-style-type: none"> • If you are printing on an uneven print surface, change the Paper Weight and Paper Texture settings in the Paper Menu. See Paper Type. • Verify that the print media is within the printer specifications. See Identifying print media sources and specifications for more details. <p>If the problem continues, turn the printer off and contact the place you bought your printer.</p>
<p>Toner appears on the back of the printed page.</p>	<p>Toner is on the transfer roll. To help prevent this, do not load print media that is smaller than the page size of the job to be printed.</p> <p>Open and close the printer upper front door to run the printer setup cycle and clean the transfer roll.</p>
<p>Toner fog or background shading appears on the page.</p> 	<ul style="list-style-type: none"> • Check the print cartridge to make sure it is installed correctly. • Change the print cartridge. See Replacing the print cartridge for more details. • If the problem continues, change the charge roll. See Replacing the charge roll for more details.

Solving print quality problems

Problem	Action
<p>Entire page is white.</p> 	<ul style="list-style-type: none"> • Make sure the packaging material is removed from the print cartridge. • Check the print cartridge to be sure it is installed correctly. • The toner may be low. To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, shake the print cartridge back and forth. Reinstall the cartridge and then press Go.
<p>Streaks appear on the page.</p> 	<ul style="list-style-type: none"> • The toner may be low. To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, shake the print cartridge back and forth. Reinstall the cartridge and then press Go. • If you are using preprinted forms, make sure the ink can withstand temperatures of 212°C (414°F).
<p>Printing is too dark</p> 	<p>Change the Toner Darkness setting in the Quality Menu.</p> <p>Note: Macintosh computer users should make sure the lines per inch (lpi) setting is not set too high in the software application.</p>
<p>Characters have jagged or uneven edges</p> 	<ul style="list-style-type: none"> • Change the Print Resolution setting in the Quality Menu to 600 dpi or 1200 dpi. • If you are using downloaded fonts, verify that the fonts are supported by the printer, the host computer, and the software application.

Problem	Action
<p>Part or all of the page is printed in black.</p> 	<ul style="list-style-type: none">• Check the print cartridge to see if it is installed correctly.• If the charge roll has been replaced, verify that it is installed correctly.
<p>The job prints, but the top and side margins are incorrect.</p> 	<ul style="list-style-type: none">• Make sure the Paper Size setting in the Paper Menu is correct.• Make sure the margins are set correctly in your software application.

Solving option problems

If an option does not operate correctly after it is installed or if it quits working:

- Make sure the print media handling option is marked with a colored triangle, indicating it is compatible with your printer.
- Turn the printer off, wait for about 10 seconds, and turn the printer on. If this does not fix the problem, unplug the printer, and check the connection between the option and printer.
- Print the menu settings page and check to see if the option is listed in the Installed Options list. If the option is not listed, reinstall it. See **Printing the menu settings page** for more information.
- Make sure the option is selected in the software application you are using.

For Macintosh computer users: Make sure the printer is set up in Chooser.

Solving option problems

The following table lists printer options and suggested corrective actions for related problems. If the suggested corrective action does not fix the problem, call your service representative.

Option	Action
5-bin mailbox	Make sure the connection between each 5-bin mailbox or the connection between the 5-bin mailbox and the printer is secure. If the 5-bin mailbox is listed on the menu settings page, but print media jams when it exits the printer and enters the mailbox, it may not be properly installed. Reinstall each 5-bin mailbox.
Drawers	<ul style="list-style-type: none"> Make sure the connection between drawers (250-sheet drawer, 500-sheet drawer, or 2000-sheet drawer), or the connection between a drawer and a duplex unit or the printer, is secure. Make sure the print media is loaded correctly. See Loading print media in standard and optional trays for more details.
Duplex unit	<ul style="list-style-type: none"> Make sure the connection between the duplex unit and the printer is secure. If the duplex unit is listed on the menu settings page, but print media jams when it enters or exits the duplex unit, the printer and duplex unit may not be properly aligned. Make sure the duplex front access cover is securely installed.
Envelope feeder	<ul style="list-style-type: none"> Make sure the connection between the envelope feeder and the printer is secure. Make sure the Paper Size setting is correct in both the Paper Menu and in the software application. Make sure the envelopes are loaded correctly. See Using and loading the optional envelope feeder for more details.
Finisher	<ul style="list-style-type: none"> Make sure the connection between the finisher and the printer is secure. If the finisher is listed on the menu settings page, but print media jams when it exits the printer and enters the finisher, it may not be properly installed. Reinstall the finisher. Make sure you are using a print media size compatible with your optional output bins. See Identifying print media sources and specifications.
Flash memory	Make sure flash memory is securely connected to the printer system board.
Hard disk with adapter	Make sure the hard disk is securely connected to the hard disk adapter card. Also make sure the hard disk adapter card is securely connected to the printer system board.
High-capacity output stacker	Make sure the connection between the output stacker and the printer is secure. If the high-capacity output stacker is listed on the menu settings page, but print media jams when it exits the printer and enters the output stacker, it may not be properly installed. Reinstall the high-capacity output stacker.
Infrared adapter	<p>If infrared communication stops or does not occur, make sure:</p> <ul style="list-style-type: none"> The distance between the two infrared ports is 1 m (39 in.) or less. If communication does not occur between ports, move the ports closer together. Both ports are stable. The computer and the printer are on a level surface. The angle of communication between the two infrared ports is within 15 degrees of either side of an imaginary line drawn between the two infrared ports. No bright light, such as direct sunshine, is interfering with communication. No objects are placed between the two infrared ports.

Solving option problems

Option	Action
Internal print server	<ul style="list-style-type: none">• Make sure the internal print server (also called an internal network adapter or INA) is securely connected to the printer system board.• Make sure you are using the correct cable, that it is securely connected, and that the network software is correctly set up. <p>Refer to the drivers CD that shipped with your printer for more details.</p>
Output expander	<p>Make sure the connection between each output expander or the connection between the output expander and the printer is secure. If the output expander is listed on the menu settings page, but print media jams when it exits the printer and enters the output expander, it may not be properly installed. Reinstall each output expander.</p>
Printer memory	<p>Check to make sure printer memory is securely connected to the printer system board.</p>
USB/Parallel interface	<ul style="list-style-type: none">• Make sure the USB/parallel interface card is securely connected to the printer system board.• Make sure you are using the correct cable and that it is securely connected.

Solving problems with the optional 2000-sheet drawer

Problem	Solution
The elevator tray does not raise when the loading door is closed, or the elevator tray does not lower when the door is opened and the elevator button is pushed.	Check the following: <ul style="list-style-type: none">• The printer is properly attached to the 2000-sheet drawer.• The printer is powered on.• The power cord is plugged firmly into the back of the 2000-sheet drawer.• The power cord is plugged into an outlet.• The outlet has power to it.
The elevator tray lowers unexpectedly.	Check to see if your printer is out of print media or has a jam.
More than one sheet of print media is fed or a sheet is fed improperly.	Remove the print media in the printer paper path and check the stack to ensure the print media has been loaded properly. Be sure to remove the top and bottom sheets of each ream of paper that is loaded.
A jam occurs.	
Rubber feed rollers do not turn to advance print media.	Check the following: <ul style="list-style-type: none">• The power cord is plugged firmly into the back of the 2000-sheet drawer.• The power cord is plugged into an outlet.• The outlet has power to it.
Consistent misfeeds or jams in the drawer.	Try the following: <ul style="list-style-type: none">• Flex the paper.• Turn the print media over. Check the following: <ul style="list-style-type: none">• Drawer is properly installed.• Print media is loaded correctly.• Print media is not damaged.• Print media meets specifications.• Guides are positioned correctly for the print media size selected.
Service Messages	A service message indicates printer failure that may require service. Turn the printer off, wait about 10 seconds, and then turn the printer on. If the error recurs, write down the error number, the problem, and a detailed description. Call for service.
Short Paper Error	Make sure the size selector knob is set to the correct print media size.

Solving network printing problems

Problem	Action
Job did not print or incorrect characters printed.	Verify that the internal print server or external print server is set up properly and the network cable is connected. Note: For more details, refer to the drivers CD that shipped with your printer.
	For Novell users: <ul style="list-style-type: none">• Make sure the netware.drv file is dated October 24, 1994, or later.• Make sure the NT (no tabs) flag is included in the capture statement.
	For Macintosh users: <ul style="list-style-type: none">• The printer may need an optional internal print server to allow Macintosh connection.• Verify that the printer is set up correctly in Chooser.

Solving other problems

Problem	Action
I need to get updated printer drivers or utilities.	<ul style="list-style-type: none">• Refer to the drivers CD that came with your printer. It contains printer drivers and utilities.•
I need to attach a serial cable to the printer.	If your printer is configured with a serial port, or you have installed an optional interface card, refer to the <i>Setup Guide</i> .

Contacting service

When you call for printer service, be prepared to describe the problem you are experiencing or the error message on the display.

You need to know your printer model type and serial number. Refer to the label on the back of the printer near the power cord for this information. The serial number is also listed on the menu settings page you can print from the Utilities Menu. See [Printing the menu settings page](#) for more information.

For information about obtaining service, contact the place where you bought your printer.

6

Clearing jams

By carefully selecting print media and loading it properly, you are able to avoid most jams. If jams do occur, complete the steps in the following sections. If jams occur frequently, see [Avoiding jams](#).

Avoiding jams

Use appropriate print media (paper, transparencies, labels, and card stock) to help ensure trouble-free printing. See [Print media guidelines](#) for more information.

Note: We recommend that you try a limited sample of any print media you are considering using with the printer before purchasing large quantities.

By selecting appropriate print media and loading it properly, you are able to avoid most jams. See the following for instructions on loading print media:

- Loading trays (including the standard tray, optional 250-sheet tray, and optional 500-sheet tray)
- Loading the optional 2000-sheet drawer
- Using and loading the multipurpose feeder
- Using the loading the envelope feeder

Avoiding jams hints

The following hints can help you avoid jams:

- Use only recommended print media. See [Print media guidelines](#) for more information.
- See [Loading print media in standard and optional trays](#), [Using and loading the multipurpose feeder](#), and [Using and loading the optional envelope feeder](#) to load print media properly.
- Do not overload the print media sources. Make sure the stack height does not exceed the maximum height indicated by the load line labels in the sources.
- Do not load wrinkled, creased, damp, or curled print media.
- Flex, fan, and straighten print media before you load it. If jams do occur with print media, try feeding one sheet at a time through the multipurpose feeder.
- Do not use print media that you have cut or trimmed yourself.
- Do not mix print media sizes, weights, or types in the same print media source.

Before removing jams

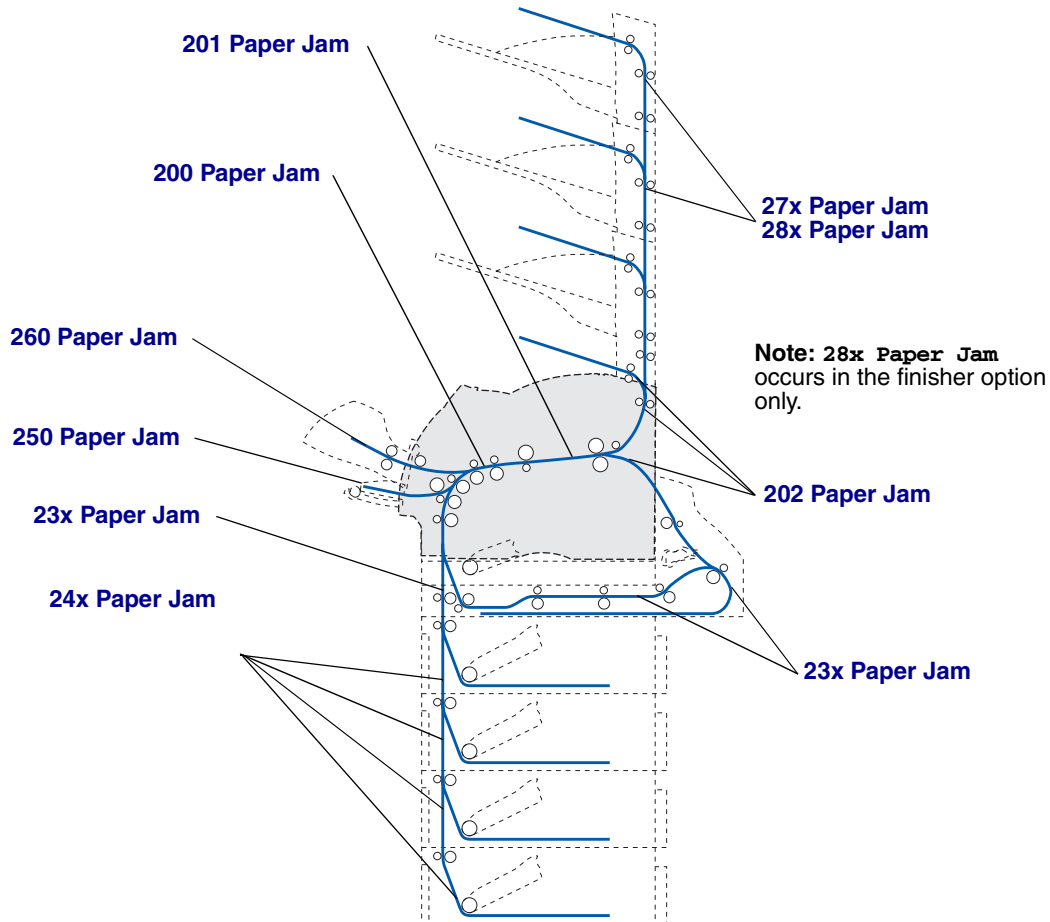
- Use only recommended print media. See [Recommended paper](#).
- Make sure the recommended print side is face down when loading all trays for simplex printing.
- Make sure the recommended print side is face up when loading the multipurpose feeder.
- Keep print media stored in an acceptable environment. See [Storing print media](#).
- Do not remove trays during a print job.
- Push all trays in firmly after loading them.
- Make sure the guides in the trays are properly positioned for the size of print media you have loaded. Make sure the guides are not placed too tightly against the stack of print media.
- Make sure all cables that connect to the printer are correctly attached. Refer to the *Setup Guide* for more information.

Before removing jams

Remove any print jobs from any output bins before opening the upper front door to remove jams.

Identifying the print media path

The following illustration shows the path that print media travels through the printer. The path varies depending on the input source (trays, multipurpose feeder, envelope feeder) and output bins (finisher, stacker, expander, mailbox) you are using.

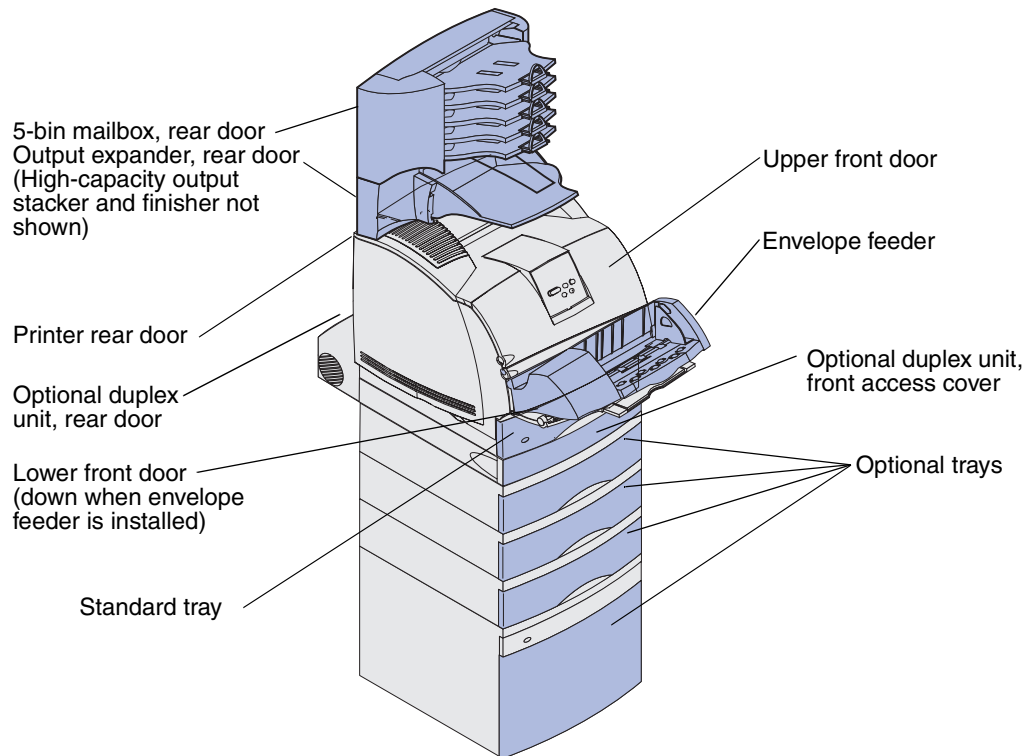


Note: Jams in the standard output bin and the duplex unit are either paper or card stock.

CAUTION: Floor-mounted configurations require additional furniture. You must use either a printer stand or printer base if you are using a 2000-sheet drawer, a duplex unit and an input option, or more than one input option. If you purchased an MFP that scans, copies, and faxes, you may need additional furniture.

Accessing jam areas

Open doors and covers, remove trays, and remove options to access jam areas. The illustration shows the location of sources and possible jam areas.



Identifying the print media path

Use the following table to locate instructions for a particular jam:

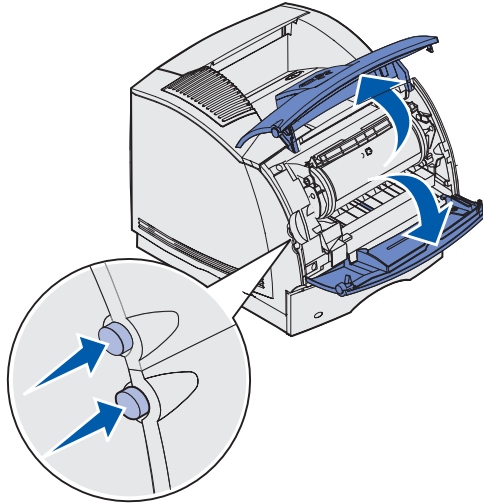
Jam message	Go to page:
200 and 201 Paper Jam Remove Cartridge	120
202 Paper Jam Open Rear Door	123
23x Paper Jam	126
231 Paper Jam Check Duplex	126
232 Paper Jam Check Duplex and 233 Paper Jam Check Duplex	130
234 Paper Jam Check Duplex, 235 Paper Jam Check Duplex, and 238 Paper Jam Check Duplex	132
236 Paper Jam Check Duplex	135
237 Paper Jam Check Duplex	136
239 Paper Jam Check Duplex	140
24x Paper Jam Check Tray x	146
250 Paper Jam Check MP Feeder	152
260 Paper Jam Check Env Feeder	153
27x Paper Jam Check Bin x	155
28x Paper Jam	159
280 Paper Jam Check Finisher	159
281 Paper Jam Check Finisher	160
282 Staple Jam Check Stapler	162
283 Staple Jam Check Stapler	166

200 and 201 Paper Jam Remove Cartridge

A **200 Paper Jam** message indicates the print media is jammed in the area under the print cartridge. This requires removing the print cartridge. A **201 Paper Jam** message indicates the jam is farther inside the printer.

Note: To resolve the message, you must clear all print media from the print media path.

- 1 Push the release latch and open the printer upper and lower front doors.



CAUTION: The rear portion of the inside of the printer is hot.

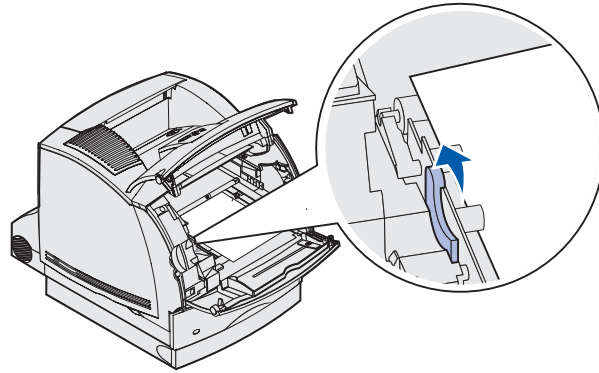
- 2 While grasping the print cartridge by the hand grip, pull the cartridge up toward the upper front door, and then pull it straight out toward you.

Warning: Never touch the photoconductor drum on the underside of the cartridge. Use the handhold on the cartridge to avoid touching this area.

Lay the cartridge aside.

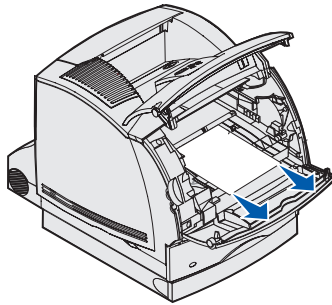
Note: Do not leave the cartridge exposed to light for extended periods.

- 3** Gently push the feed roller release lever toward the back of the printer.



- 4** Pull the print media up and toward you.

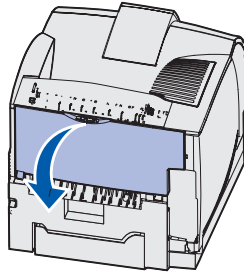
Note: The print media may be covered with unfused toner, which can stain garments and skin.



If the print media does not move immediately when you pull, stop pulling. You need to access the print media from the printer rear door. Otherwise, continue with **step 8**.

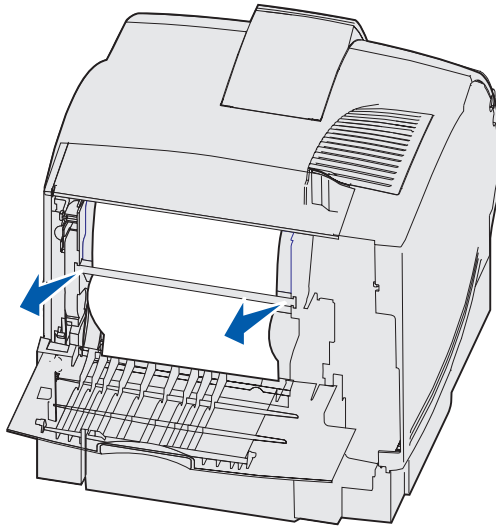
To access print media from the printer rear door:

- 5 Open the printer rear door.



- 6 Remove any print media based on what part is visible.

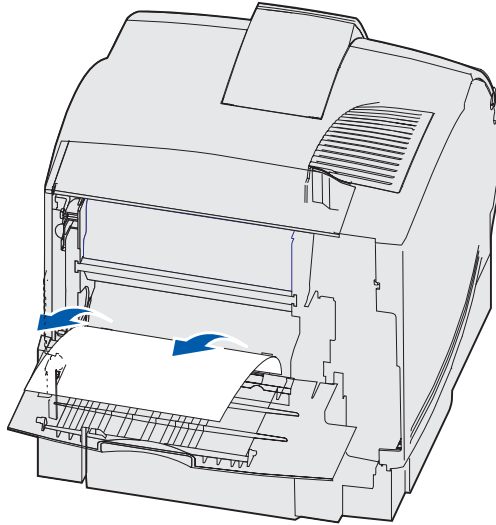
- If the middle section of print media is visible, grasp it on both sides and gently pull it straight out.



- If print media is still in the fuser area, open the upper front door and remove the print media.

202 Paper Jam Open Rear Door

- If the end of the print media is visible, pull the print media straight out.



If the print media does not move immediately when you pull, stop pulling. Remove the print cartridge, and then pull the print media out.

- 7 Close the printer rear door.
- 8 Reinstall the cartridge.
- 9 Close the upper and lower front doors.

202 Paper Jam Open Rear Door

Jams that cause a **202 Paper Jam** message require opening the printer rear door.

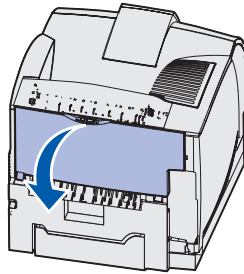
Note: To resolve the message, you must clear all print media from the print media path.

For instructions on clearing the jam, click the area where the jam occurred:

- **Before reaching the standard output bin**
- **While exiting to the standard output bin**

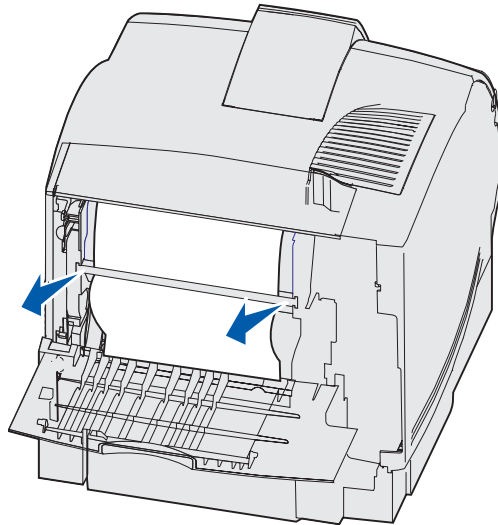
Before reaching the standard output bin

- 1 Open the printer rear door.



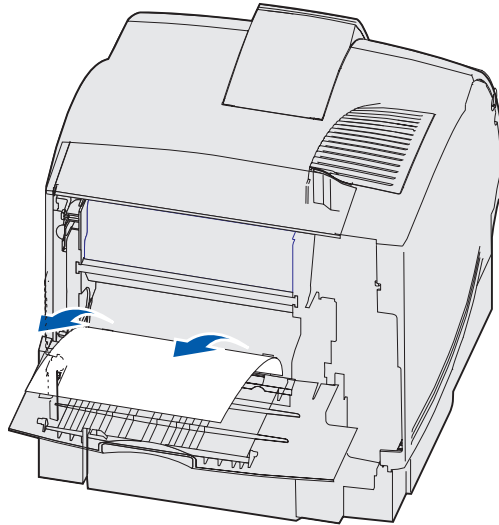
- 2 Remove the print media based on what part is visible.

- If the middle section of print media is visible, grasp it on both sides and gently pull it straight out.



- If print media is still in the fuser area, open the upper front door and remove the print media.

- If the end of the print media is visible, pull the print media straight out.

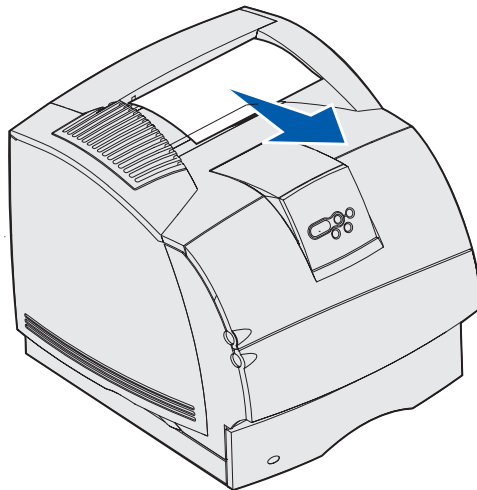


If the print media does not move immediately when you pull, stop pulling. Remove the print cartridge, and then pull the print media out.

- 3 Close the printer rear door.

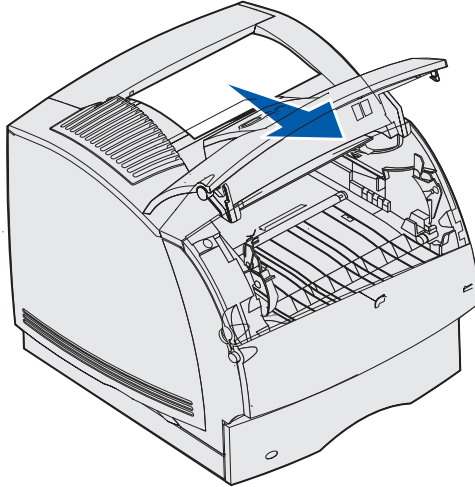
While exiting to the standard output bin

Pull the print media straight out.



23x Paper Jam

If the print media does not move immediately when you pull, stop pulling. Open the upper front door and pull the print media out.



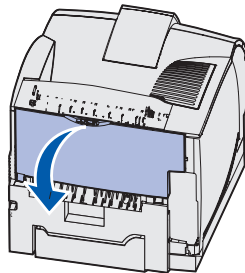
23x Paper Jam

Jams in the optional duplex unit result in a **23x** message, where **x** represents specific jam areas. The second line of the operator panel indicates the jam area.

231 Paper Jam Check Duplex

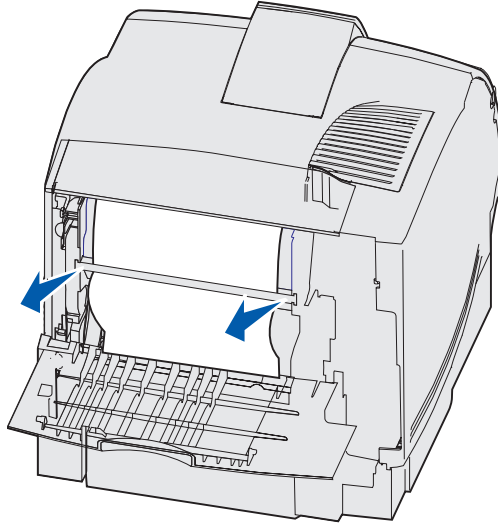
Note: To resolve the message, you must clear all print media from the print media path.

- 1 Open the printer rear door.

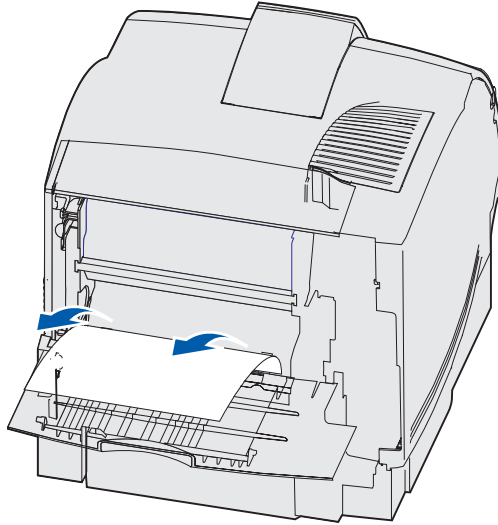


- 2 Remove any print media based on what part is visible.

- If the middle section of print media is visible, grasp it on both sides and gently pull it straight out.



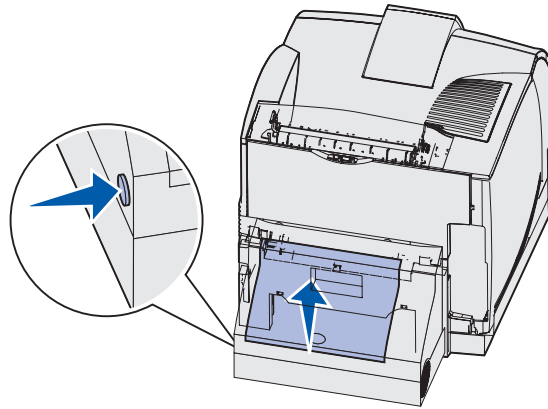
- If print media is still in the fuser area, open the upper front door and remove the print media.
- If the end of the print media is visible, pull the print media straight out.



If the print media does not move immediately when you pull, stop pulling. Remove the print cartridge, and then pull the print media out.

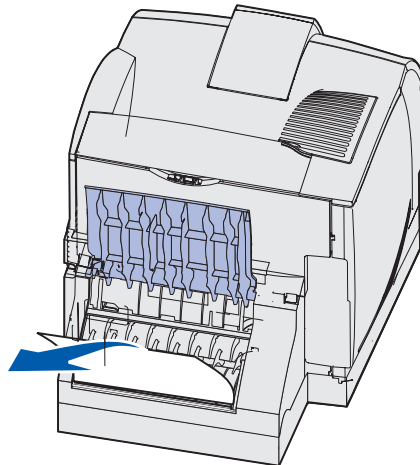
- 3** Close the printer rear door.

- 4 Open the duplex rear door.

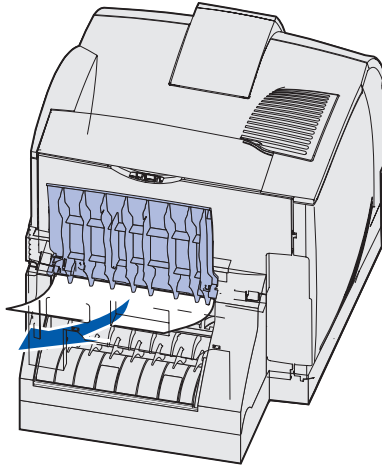


- 5 Look under the duplex rear door for the edge of the print media to determine how the print media is jammed:

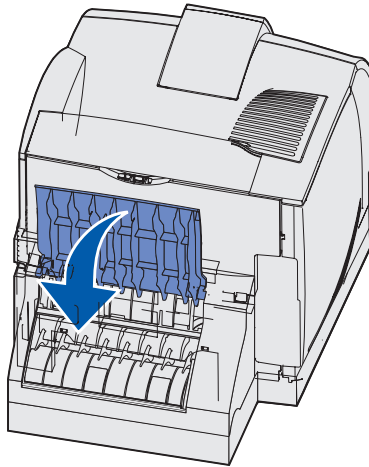
- If only a short piece of print media is visible toward the rear of the printer, do not pull it out; it may be easier to access from inside the printer. See [200 and 201 Paper Jam Remove Cartridge](#) for instructions.
- If most of the print media is visible, continue with the following:
 - Pull the print media up and out toward you if the print media is in this position.



- Pull down and out if the print media is in this position.



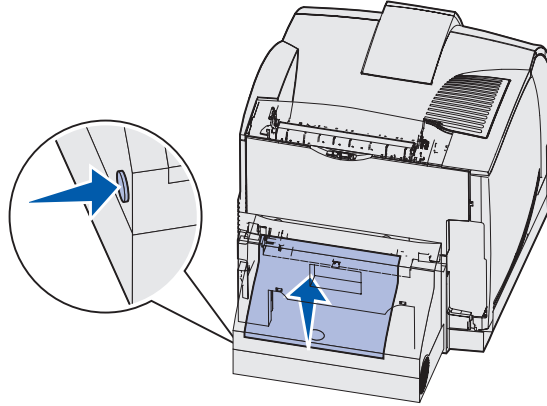
- 6 Close the duplex rear door. Make sure it *snaps* into place.



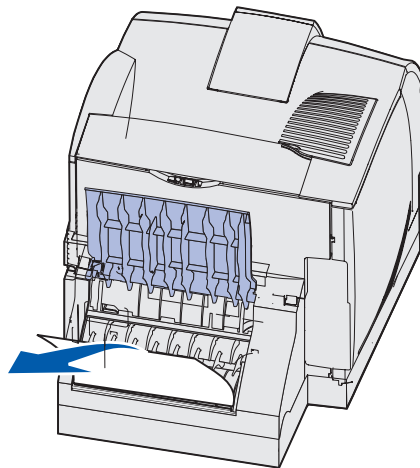
232 Paper Jam Check Duplex and 233 Paper Jam Check Duplex

Note: To resolve the message, you must clear all print media from the print media path.

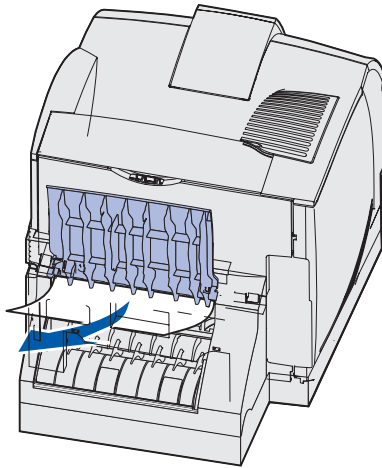
- 1 Open the duplex rear door.



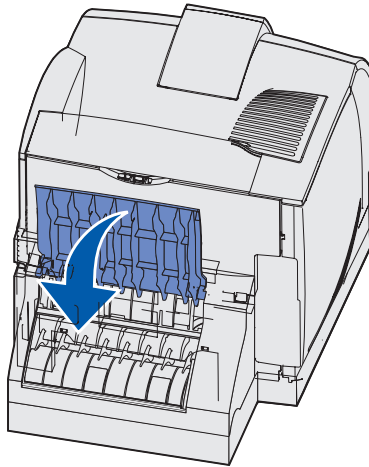
- 2 Look under the duplex rear door for the edge of the print media to determine how the print media is jammed:
 - If only a short piece of print media is visible toward the rear of the printer, do not pull it out; it may be easier to access from inside the printer. See [200 and 201 Paper Jam Remove Cartridge](#) for instructions.
 - If most of the print media is visible, continue with the following:
 - Pull the print media up and out toward you if the print media is in this position.



- Pull down and out if the print media is in this position.



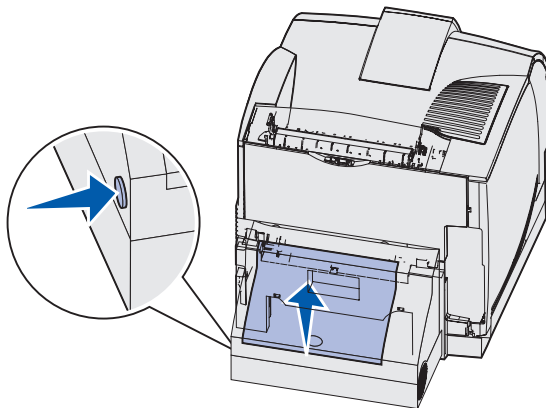
- 3 Close the duplex rear door. Make sure it *snaps* into place.



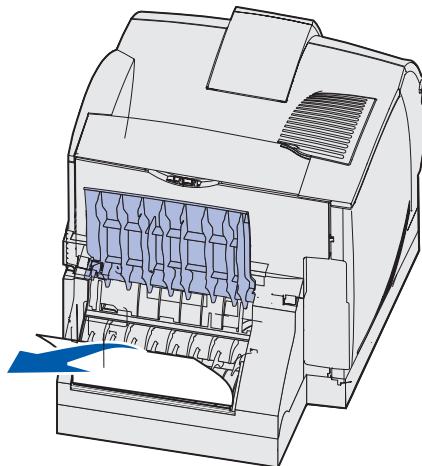
234 Paper Jam Check Duplex, 235 Paper Jam Check Duplex, and 238 Paper Jam Check Duplex

Note: To resolve the message, you must clear all print media from the print media path.

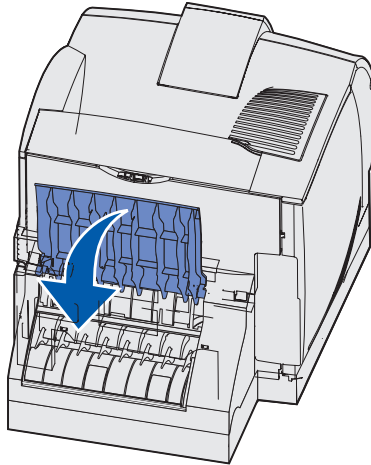
- 1 Open the duplex rear door.



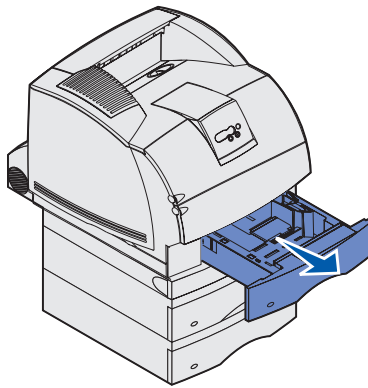
- 2 Look under the duplex rear door for the edge of the print media to determine how the print media is jammed:
 - If a short piece is visible inside the duplex unit next to the inner wall, grasp it and pull it out. If you cannot grasp it, see [step 5](#).
 - If only a short piece of print media is visible toward the rear of the printer, do not pull it out; it may be easier to access from inside the printer. See [200 and 201 Paper Jam Remove Cartridge](#) for instructions.
 - If most of the print media is visible, pull the print media up and out toward you.



- 3** Close the duplex rear door. Make sure it *snaps* into place.

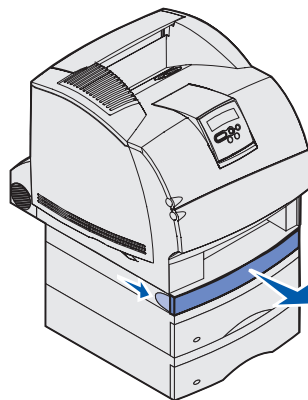


- 4** Remove the standard tray.

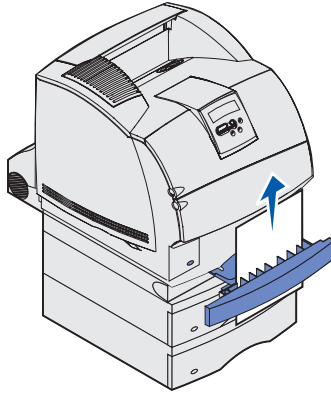


- 5** Locate the recessed areas on each side of the duplex front access cover.

- 6** Slowly pull the duplex front access cover straight out.



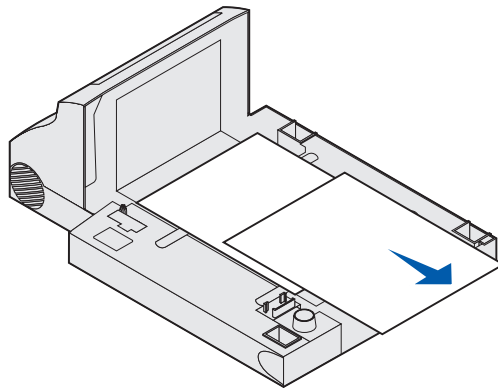
- 7** If the edge of the print media is visible, pull the print media straight up and out.



If the print media is not visible, continue with **step 8**. Otherwise, close the duplex front access cover.

- 8** Remove any sheets of print media lying in the duplex front access cover.

Interior view of duplex unit

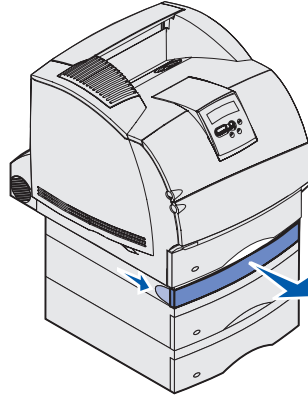


- 9** Hold the duplex front access cover level while you slide it back into the duplex unit. Make sure it *snaps* into place.
- 10** Slide the standard tray back into the printer.

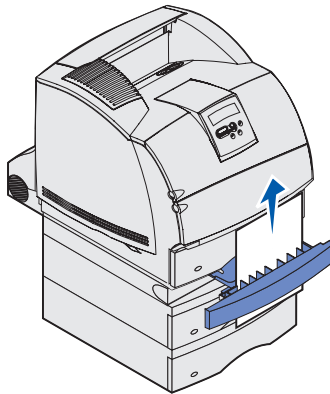
236 Paper Jam Check Duplex

Note: To resolve the message, you must clear all print media from the print media path.

- 1 Locate the recessed areas on each side of the duplex front access cover.
- 2 Slowly pull the duplex front access cover straight out.



- 3 If the edge of the print media is visible, pull the print media straight up and out.

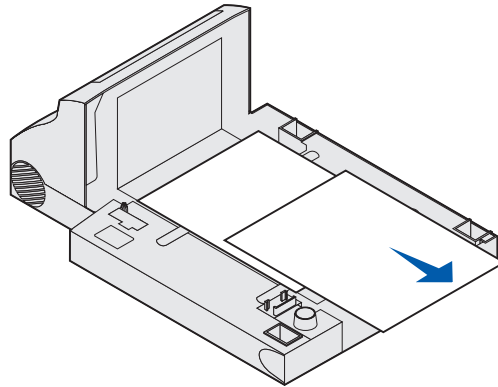


If the print media is not visible, continue with **step 4**. Otherwise, close the duplex front access cover.

- 4 Slide out the standard tray.

- 5 Remove any sheets of print media lying in the duplex front access cover.

Interior view of duplex unit

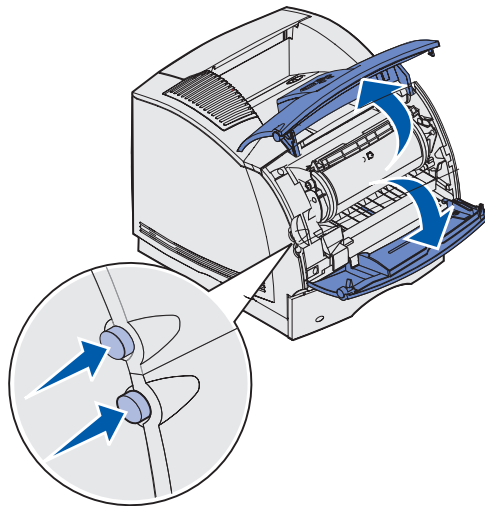


- 6 Hold the duplex front access cover level while you slide it back into the duplex unit. Make sure it *snaps* into place.
- 7 Slide the standard tray back into the printer.

237 Paper Jam Check Duplex

Note: To resolve the message, you must clear all print media from the print media path.

- 1 Push the release latch and open the printer upper and lower front doors.



CAUTION: The rear portion of the inside of the printer is hot.

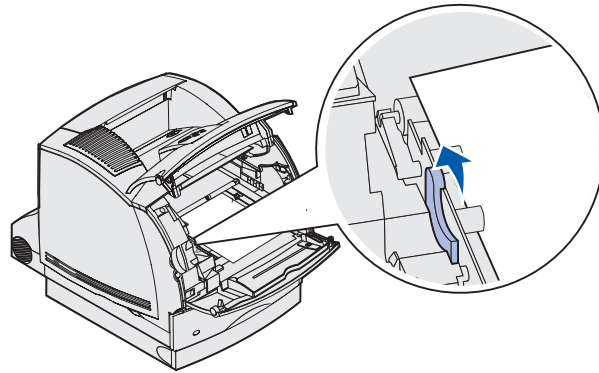
- 2 While grasping the print cartridge by the hand grip, pull the cartridge up toward the upper front door, and then pull it straight out toward you.

Warning: Never touch the photoconductor drum on the underside of the cartridge. Use the handhold on the cartridge to avoid touching this area.

Lay the cartridge aside.

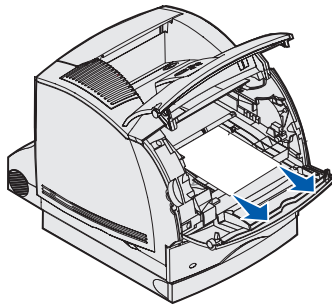
Note: Do not leave the cartridge exposed to light for extended periods.

- 3 Gently push the feed roller release lever toward the back of the printer.

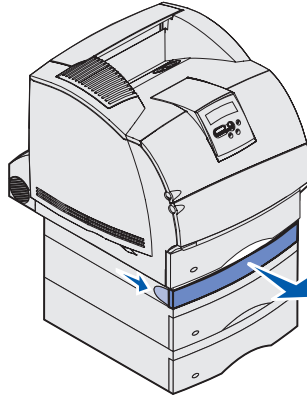


- 4 Pull the print media up and toward you.

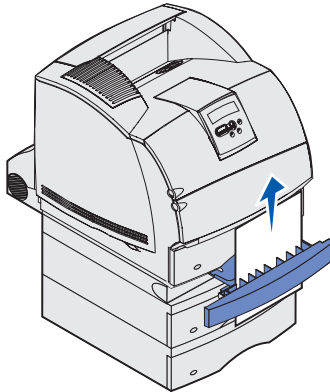
Note: The print media may be covered with unfused toner, which can stain garments and skin.



- 5 Reinstall the print cartridge.
- 6 Close the upper and lower front doors.
- 7 Locate the recessed areas on each side of the duplex front access cover.
- 8 Slowly pull the duplex front access cover straight out.



- 9 If the edge of the print media is visible, pull the print media straight up and out.

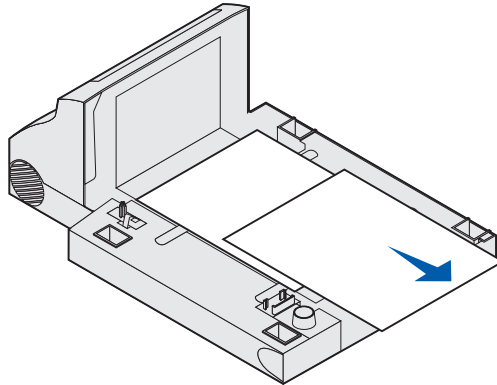


If the print media is not visible, continue with **step 10**. Otherwise, close the duplex front access cover.

- 10 Slide out the standard tray.

- 11 Remove any sheets of print media lying in the duplex front access cover.

Interior view of duplex unit

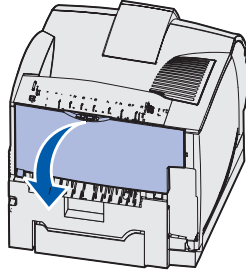


- 12 Hold the duplex front access cover level while you slide it back into the duplex unit. Make sure it *snaps* into place.
- 13 Slide the standard tray back into the printer.

239 Paper Jam Check Duplex

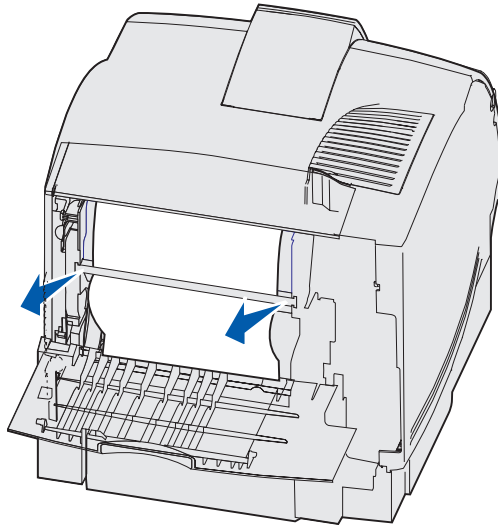
Note: To resolve the message, you must clear all print media from the print media path.

- 1 Open the printer rear door.



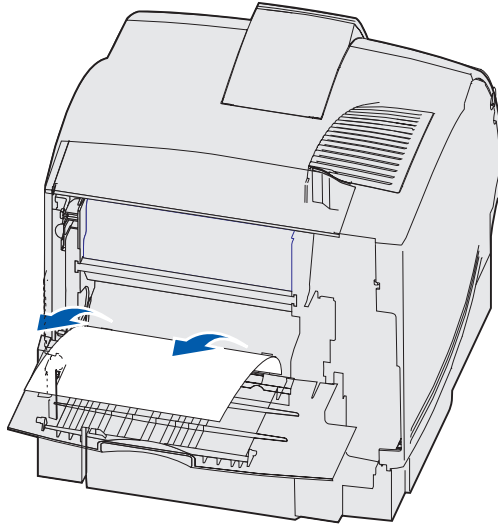
- 2 Remove any print media based on what part is visible.

- If the middle section of print media is visible, grasp it on both sides and gently pull it straight out.



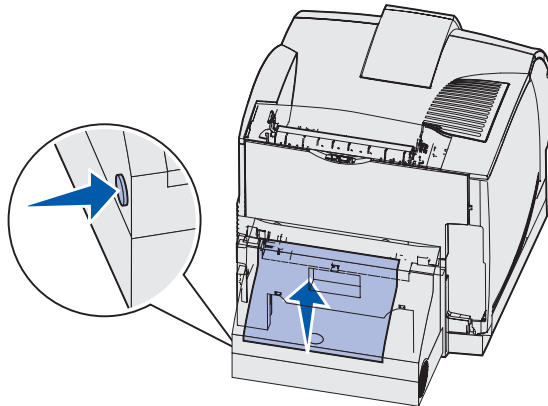
- If print media is still in the fuser area, open the upper front door and remove the print media.

- If the end of the print media is visible, pull the print media straight out.

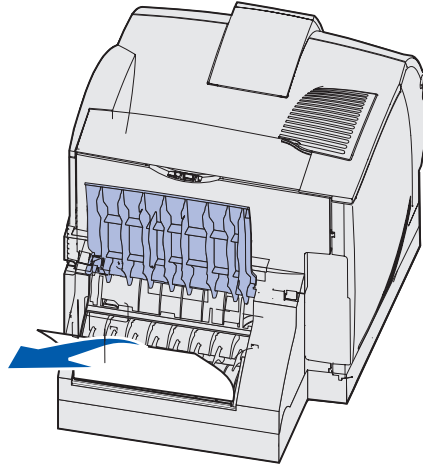


If the print media does not move immediately when you pull, stop pulling. Remove the print cartridge, and then pull the print media out.

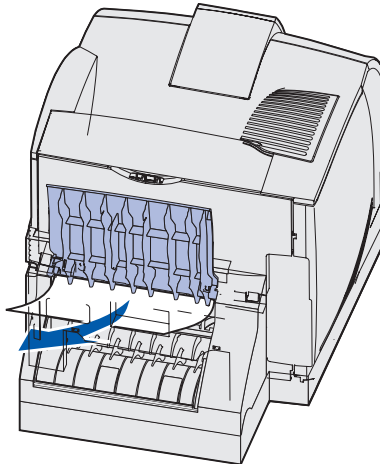
- 3** Close the printer rear door.
- 4** Open the duplex rear door.



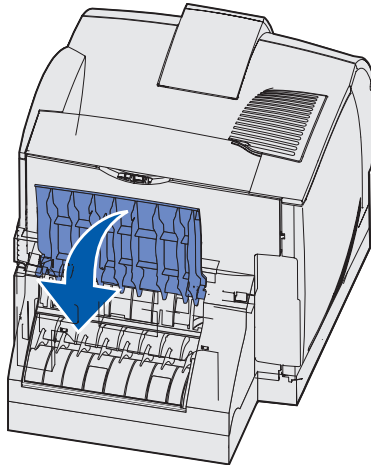
- 5 Look under the duplex rear door for the edge of the print media to determine how the print media is jammed:
- If only a short piece of print media is visible toward the rear of the printer, do not pull it out; it may be easier to access from inside the printer. See [200 and 201 Paper Jam Remove Cartridge](#) for instructions.
 - If most of the print media is visible, continue with the following:
 - Pull the print media up and out toward you if the print media is in this position.



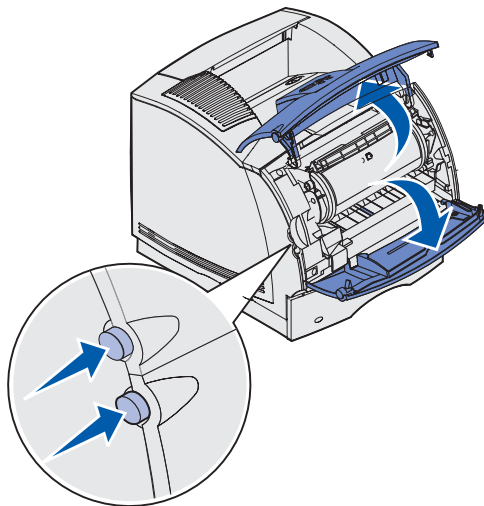
- Pull down and out if the print media is in this position.



- 6 Close the duplex rear door. Make sure it *snaps* into place.



- 7 Push the release latch and open the printer upper and lower front doors.



CAUTION: The rear portion of the inside of the printer is hot.

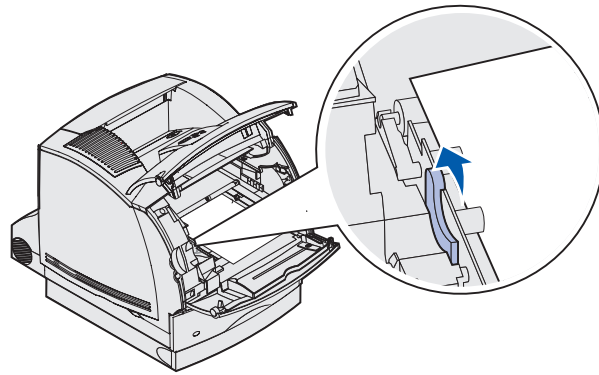
- 8 While grasping the print cartridge by the hand grip, pull the cartridge up toward the upper front door, and then pull it straight out toward you.

Warning: Never touch the photoconductor drum on the underside of the cartridge. Use the handhold on the cartridge to avoid touching this area.

Lay the cartridge aside.

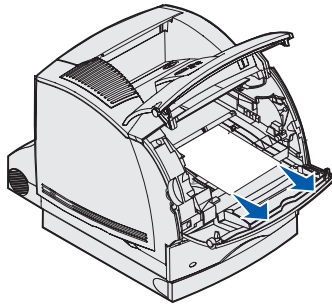
Note: Do not leave the cartridge exposed to light for extended periods.

- 9 Gently push the feed roller release lever toward the back of the printer.

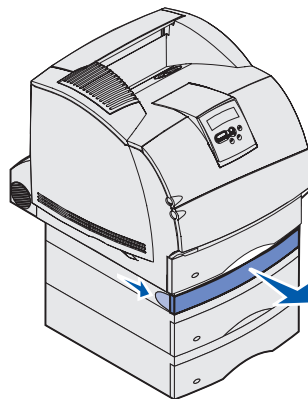


- 10 Pull the print media up and toward you.

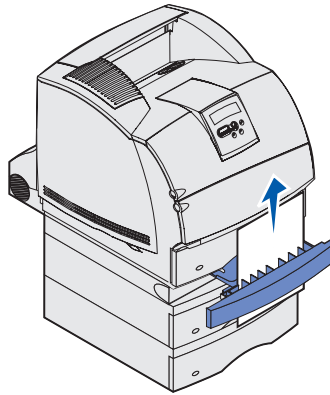
Note: The print media may be covered with unfused toner, which can stain garments and skin.



- 11 Reinstall the print cartridge.
- 12 Close the upper and lower front doors.
- 13 Locate the recessed areas on each side of the duplex front access cover.
- 14 Slowly pull the duplex front access cover straight out.



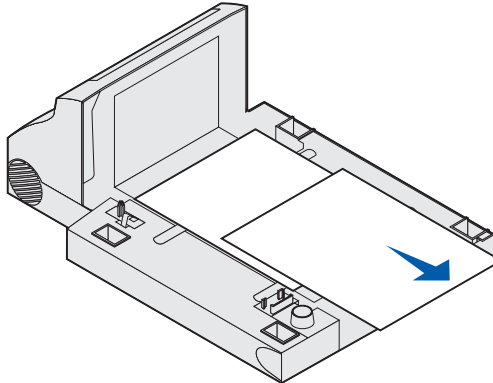
- 15** If the edge of the print media is visible, pull the print media straight up and out.



If the print media is not visible, continue with **step 16**. Otherwise, close the duplex front access cover.

- 16** Slide out the standard tray.
- 17** Remove any sheets of print media lying in the duplex front access cover.

Interior view of duplex unit



- 18 Hold the duplex front access cover level while you slide it back into the duplex unit. Make sure it *snaps* into place.
- 19 Slide the standard tray back into the printer.

24x Paper Jam Check Tray x

Jams in four areas result in a **24x Paper Jam** message, where **x** represents the tray number where the jam has occurred.

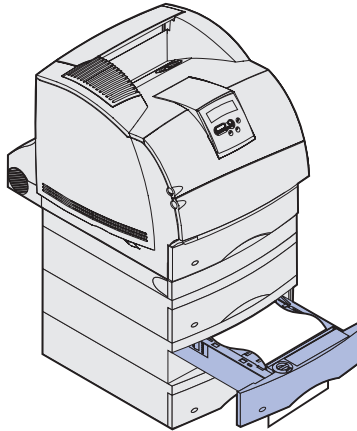
Note: To resolve the message, you must clear all print media from the print media path.

For instructions on clearing the jam, click the area where the jam occurred:

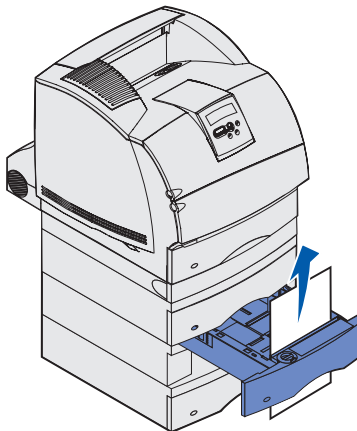
- **On the incline surface of a tray or across two trays**
- **Across three trays**
(This may happen if you are using legal-size print media in the trays or if you have an optional 250-sheet drawer installed with other optional drawers.)
- **Across a tray, the duplex unit, and the standard tray**
- **Between the envelope feeder and the printer**
- **In the optional 2000-sheet drawer**

On the incline surface of a tray or across two trays

- 1** Pull the tray halfway out of the support unit.
- 2** Remove the print media based on how it is jammed:
 - If the print media is lying on the incline or wall surface at the front of the tray, pull the print media straight out.



- If the print media is in the pass-through area across two trays, pull the print media straight up and out.

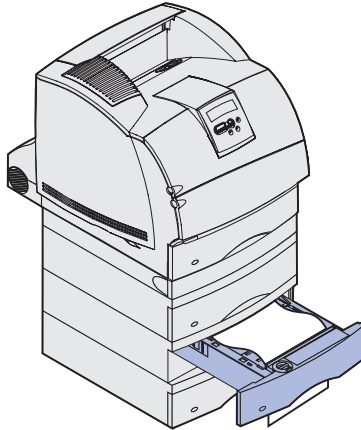


- If you do not see either end of the print media, see **Across three trays** to remove the jam.
- 3** Slide the tray back into the support unit.

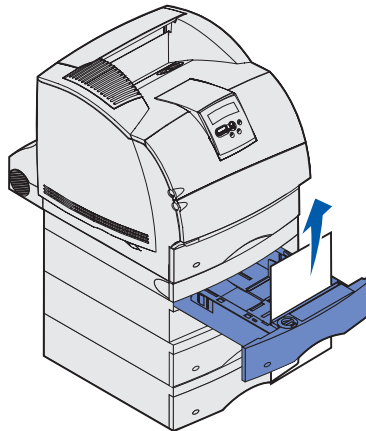
Across three trays

This type of jam may occur if you are using legal-size print media in the trays or if you have a 250-sheet drawer installed with other optional drawers.

- 1 Pull the tray out of the support unit. If only a short section of the print media is visible, do not pull down to remove the print media.



- 2 Gently slide the tray back into the support unit.
- 3 Pull the tray out of the support unit that is above the tray you just closed.
- 4 Pull the print media either up or down. If it does not pull easily one way, try the other way.

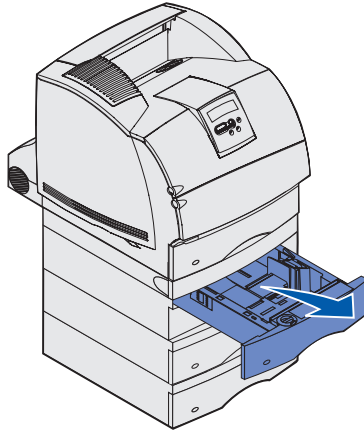


- 5 Slide the tray back into the support unit.

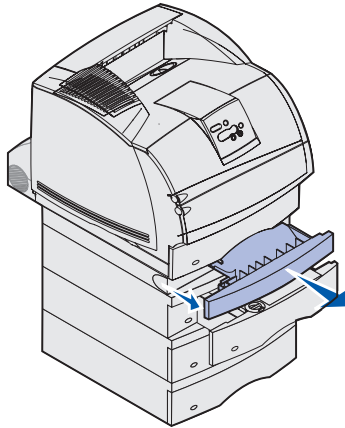
Note: With this type of jam, there may be another jam under the print cartridge. Remove the cartridge and any jammed print media, and then reinstall the cartridge.

Across a tray, the duplex unit, and the standard tray

- 1** Pull the tray out of the support unit. If only a short section of the print media is visible, do not pull down to remove the print media.



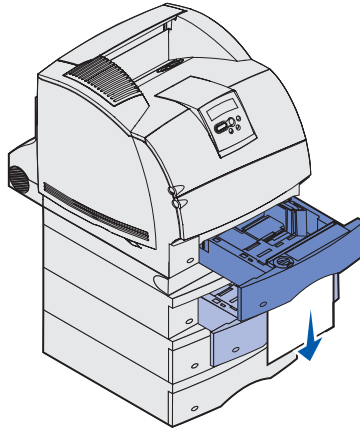
- 2** Slowly pull the duplex front access cover straight out from the duplex unit.



- 3** Pull the standard tray out of the printer.

If you see the edge of the print media in the standard tray:

- a** Pull the print media down and out.



- b** Slide the tray all the way into the printer.
c Slide the duplex front access cover back into the duplex unit. Make sure it *snaps* into place.

If you do *not* see the edge of the print media in the standard tray:

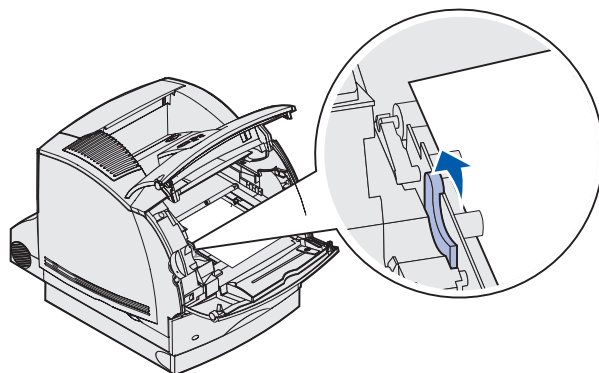
- a** Push the tray back into the printer.
b Open the printer upper and lower front doors.
c Remove the print cartridge.

Warning: Do not touch the photoconductor drum on the underside of the print cartridge. Use the handhold on the cartridge to avoid touching this area.

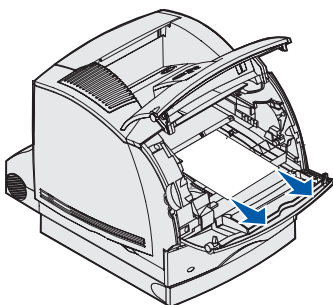
You should see the leading edge of the print media now.

Note: The print media may be covered with unfused toner, which can stain garments and skin.

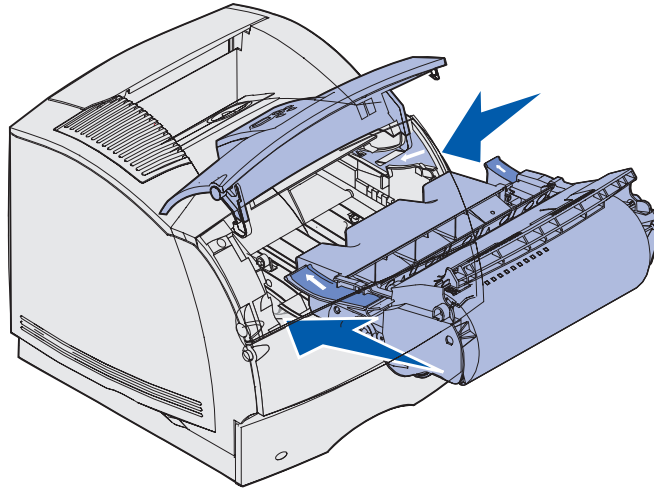
- d** Gently push the feed roller release lever toward the back of the printer.



- e** Pull the print media out.



- f** Reinstall the print cartridge.
Align the slides on the cartridge with the slots on the print cartridge cradle. Use the colored arrows inside the printer for placement. Guide the cartridge down as it *snaps* into place.

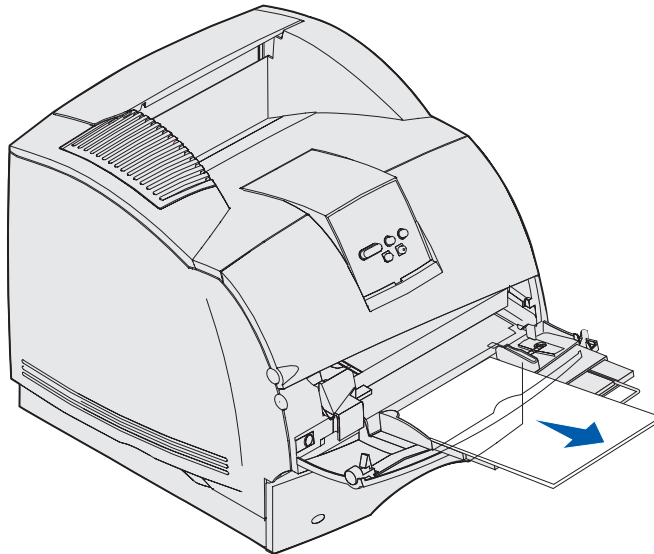


- g** Close the printer upper and lower front doors.
h Slide the tray all the way into the printer.

250 Paper Jam Check MP Feeder

Slowly pull the jammed print media straight out of the multipurpose feeder.

Note: To resolve the message, you must clear all print media from the print media path.



260 Paper Jam Check Env Feeder

Envelope jams may occur in two areas.

Note: To resolve the message, you must clear all envelopes from the print media path.

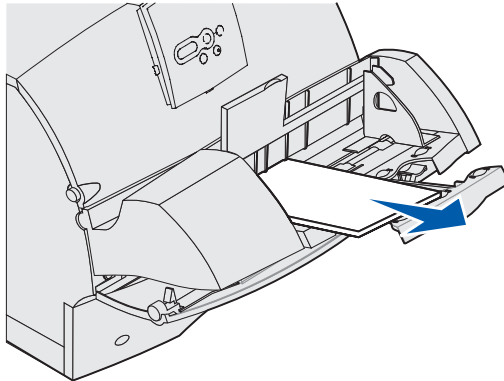
For instructions on clearing the jam, click the area where the jam occurred:

- **At entry into the envelope feeder**
- **Between the envelope feeder and the printer**

At entry into the envelope feeder

Since the envelope feeder feeds envelopes from the bottom of the stack, the envelope on the bottom is jammed.

- 1 Lift the envelope weight.
- 2 Flip the envelope weight back toward the printer.
- 3 Remove the stack of envelopes from the envelope feeder.
- 4 Slowly pull the jammed envelope straight out toward you.

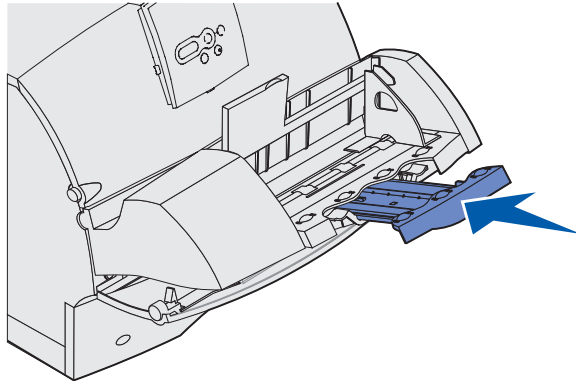


- 5 Replace the stack of envelopes in the envelope feeder.
- 6 Adjust the envelope edge guide.
- 7 Lower the envelope weight to the stack.

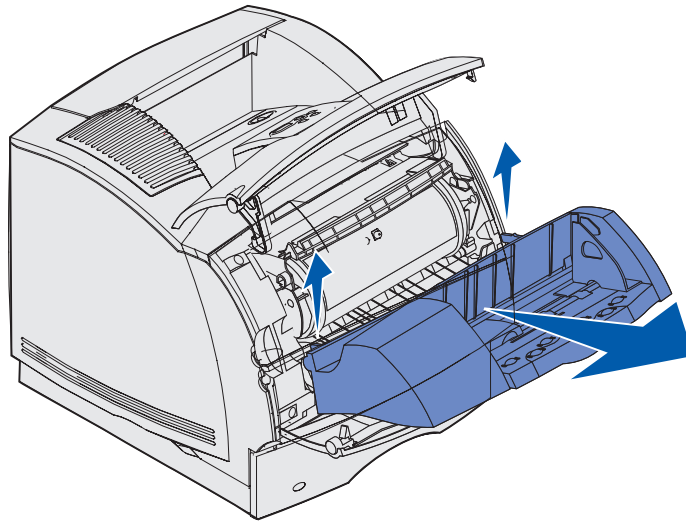
Note: If envelope jams continue to occur, repeat these steps and feed a single envelope between steps 4 and 5. This may correct the problem.

Between the envelope feeder and the printer

- 1 Lift the envelope weight.
- 2 Flip the envelope weight back toward the printer.
- 3 Remove the stack of envelopes from the envelope feeder.
- 4 Push the envelope support to the closed position.

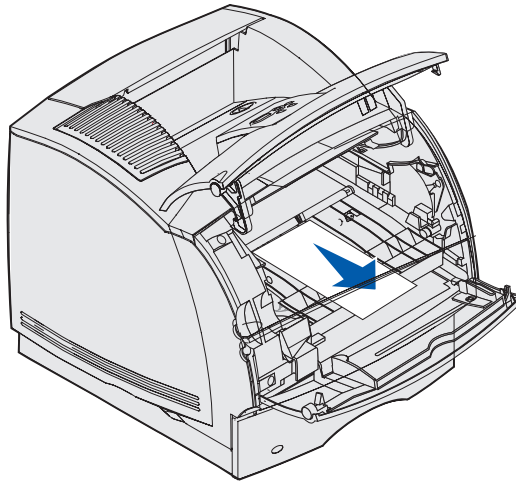


- 5 Open the printer upper front door.
- 6 Pull the envelope feeder up slightly and straight out of the printer. Set it aside.



- 7 Pull the envelope straight out of the printer.

Note: You may have to remove the print cartridge to get the envelope out. See [reinstall the print cartridge](#) for instructions.



- 8 Reinstall the envelope feeder. Make sure it *snaps* into place.
- 9 Close the printer upper front door.
- 10 Replace the stack of envelopes in the envelope feeder.
- 11 Adjust the envelope edge guide.
- 12 Lower the envelope weight to the stack.

27x Paper Jam Check Bin x

Jams in two areas result in a **27x Paper Jam** message, where **x** represents the bin number where the jam has occurred.

Note: To resolve the message, you must clear all print media from the print media path.

Jams in optional output bins (output expander, high-capacity output stacker, or 5-bin mailbox) may be:

- [In an optional output bin](#)
- [Between output bins](#)

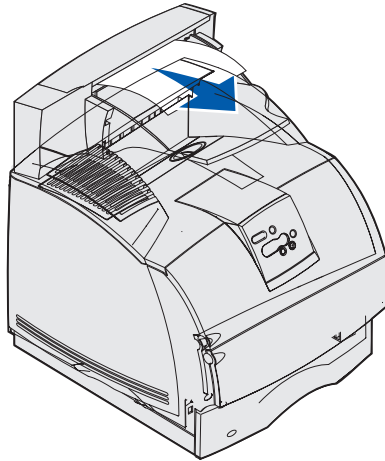
In an optional output bin

Print media jams as it exits to an optional output bin and:

- **A long section of the print media is visible**
- **A short section of the print media is visible**

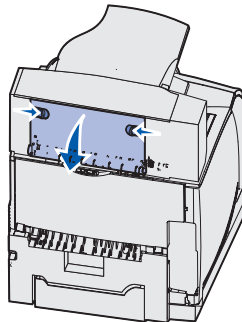
A long section of the print media is visible

- 1 Pull the print media straight out. If the print media does not move immediately when you pull, stop pulling. Continue with the next step.



- 2 Push the output bin rear door latches in toward the center. The rear door opens and drops down.

Note: Open *both* rear doors if the jam occurs in a high-capacity output stacker.

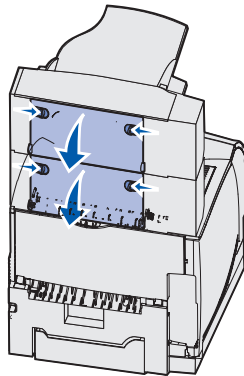


- 3 Loosen the print media if it is caught in the feeder rollers, and then pull the print media straight out.
- 4 Close all output bin rear doors.

A short section of the print media is visible

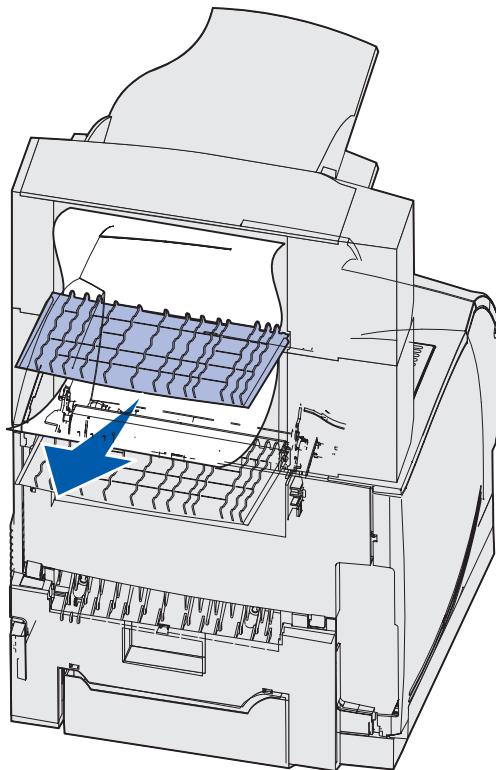
Try to pull the print media from the front of the bin. If you are not successful, complete the following steps.

- 1 Push the output bin rear door latches in toward the center. The rear door opens and drops down.
- 2 Repeat for the output bin installed above the option where the jam has occurred.



Note: Open *both* rear doors if the jam occurs in a high-capacity output stacker.

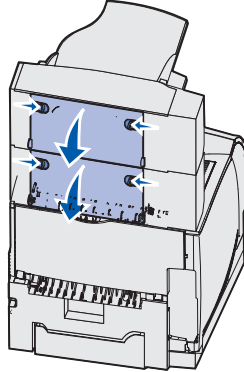
- 3 Pull the print media straight out.



- 4 Close all output bin rear doors. Make sure all rear door latches are closed.

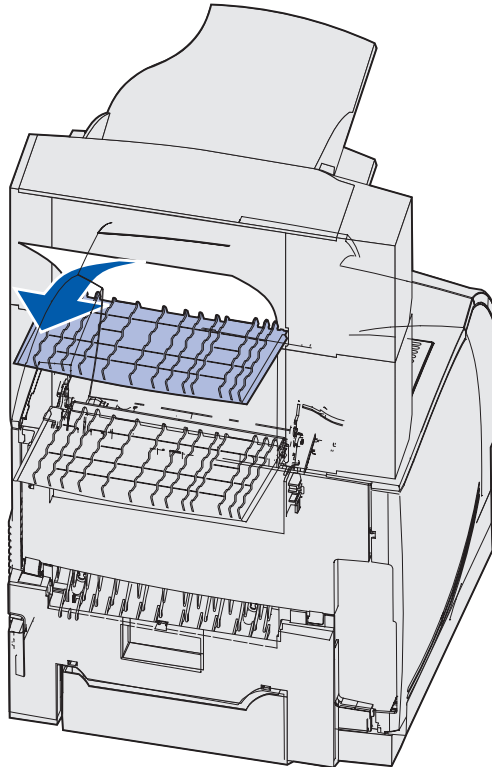
Between output bins

- 1 Push the output bin rear door latches in toward the center. The rear door opens and drops down.
- 2 Repeat for the output bin installed above the option where the jam has occurred.



Note: If the jam occurs in a high-capacity output stacker, it may be necessary to open *both* of its rear doors.

- 3 Pull the print media straight out.



- 4 Close all output bin rear doors. Make sure all rear door latches are closed.

28x Paper Jam

Jams in the optional finisher may result in a **28x Paper Jam** message, where **x** represents specific jam areas. The second line of the operator panel indicates the jam area.

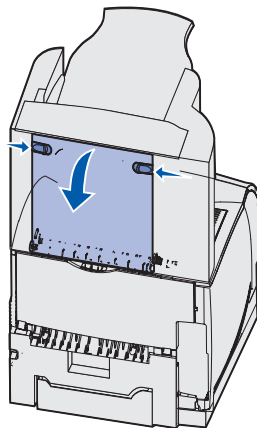
Possible **28x Paper Jam** messages include:

- **280 Paper Jam Check Finisher**
- **281 Paper Jam Check Finisher**

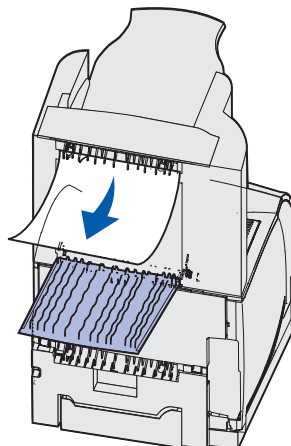
Note: See **Clearing stapler jams** for information about **28x Stapler Jam** messages.

280 Paper Jam Check Finisher

- 1 Push the finisher rear door latches in toward the center. The rear door opens and drops down.



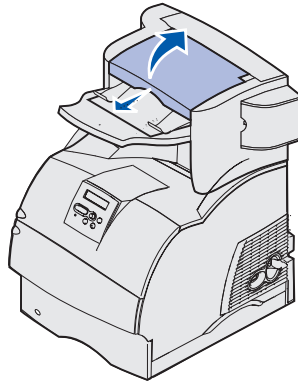
- 2 Pull the print media straight out from the finisher.



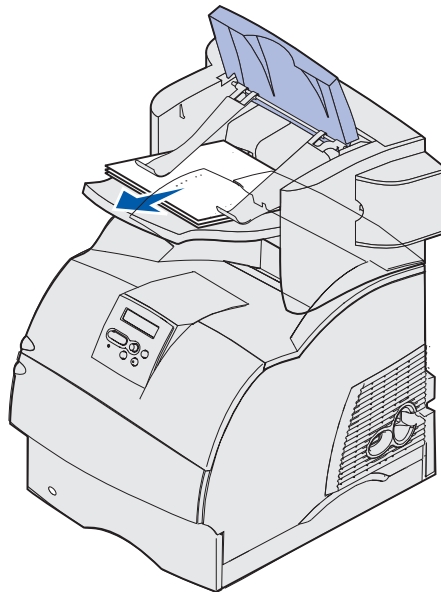
- 3 Close the finisher rear door. Make sure the latches are closed.

281 Paper Jam Check Finisher

- 1 Lift the front edge of the finisher output bin cover until it locks into vertical position.



- 2 Remove the stack of print media.



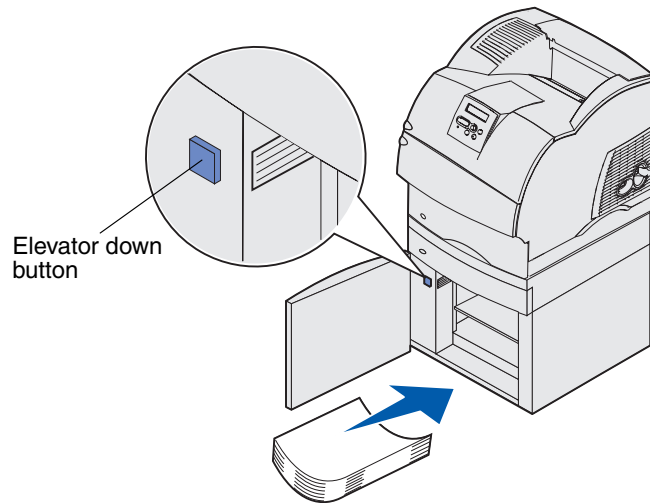
- 3 Close the finisher output bin cover.

In the optional 2000-sheet drawer

- 1 Open the loading door.
- 2 Press the elevator button.

Clearing stapler jams

- 3 Remove the jam. Clear all print media from the print media path of the drawer and printer.



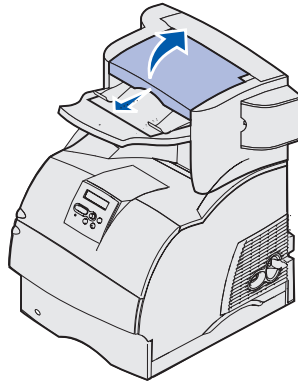
- 4 Make sure the stack of print media is neat and aligned; otherwise, another jam may occur.
- 5 Close the door.
- 6 Allow a few seconds for the elevator to reach the top.
- 7 Press **Go** to resume printing.

Clearing stapler jams

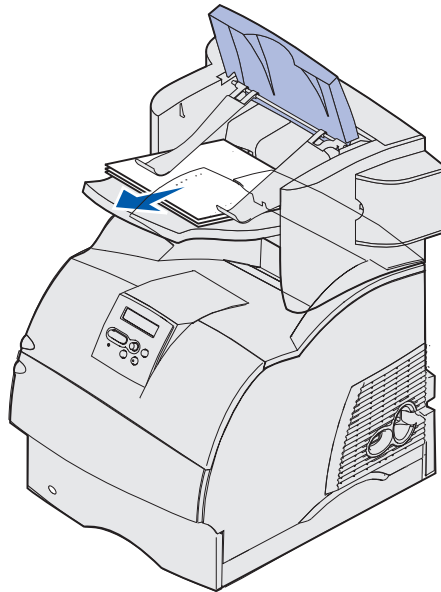
A **28x Stapler Jam** message indicates staples are jammed in the stapler. This requires removing the staple cartridge holder from the printer.

282 Staple Jam Check Stapler

- 1 Lift the front edge of the finisher output bin cover until it locks into vertical position.

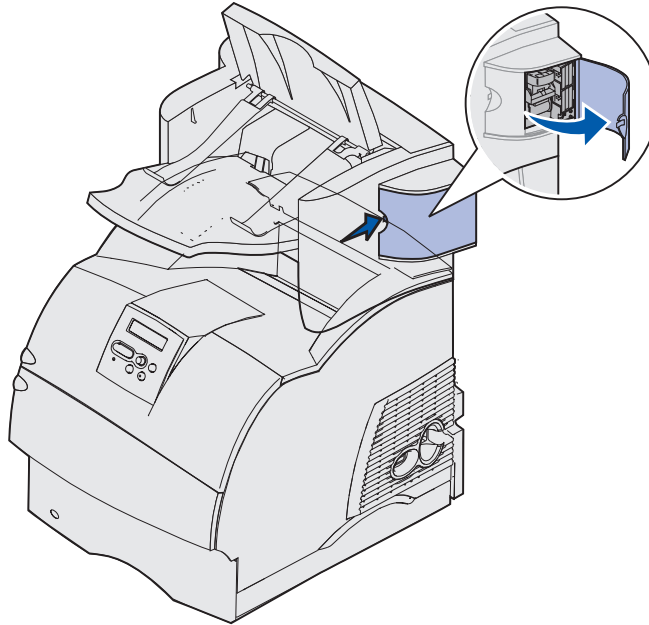


- 2 Remove the stack of print media.

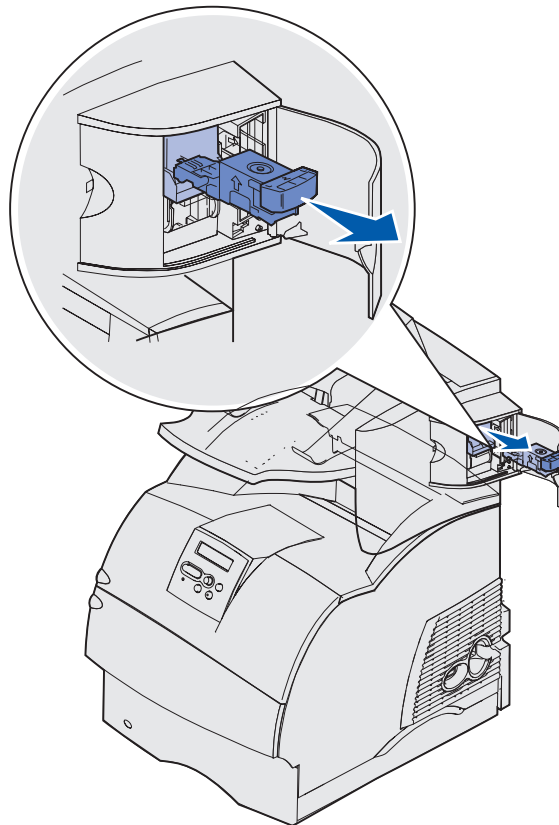


Clearing stapler jams

- 3** Press the latch to open the stapler access door.

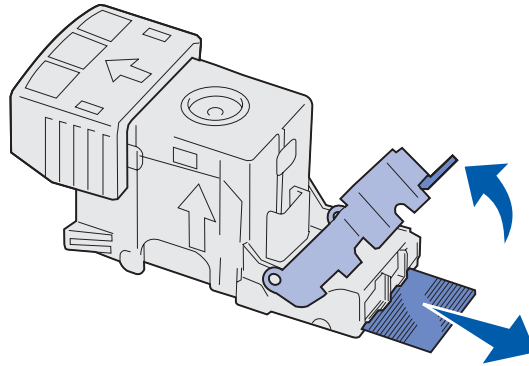


- 4** Firmly pull the colored tab to remove the staple cartridge holder from the stapler.

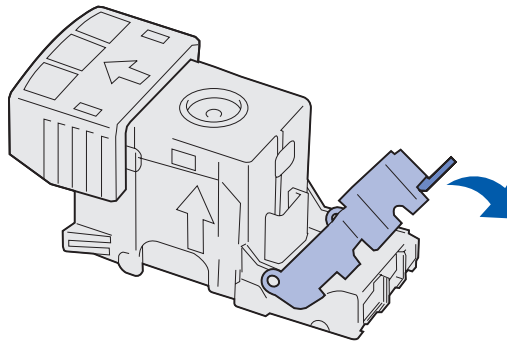


Clearing stapler jams

- 5** Use the metal tab to lift the staple guard, and then pull out the sheet of staples. Discard the entire sheet.

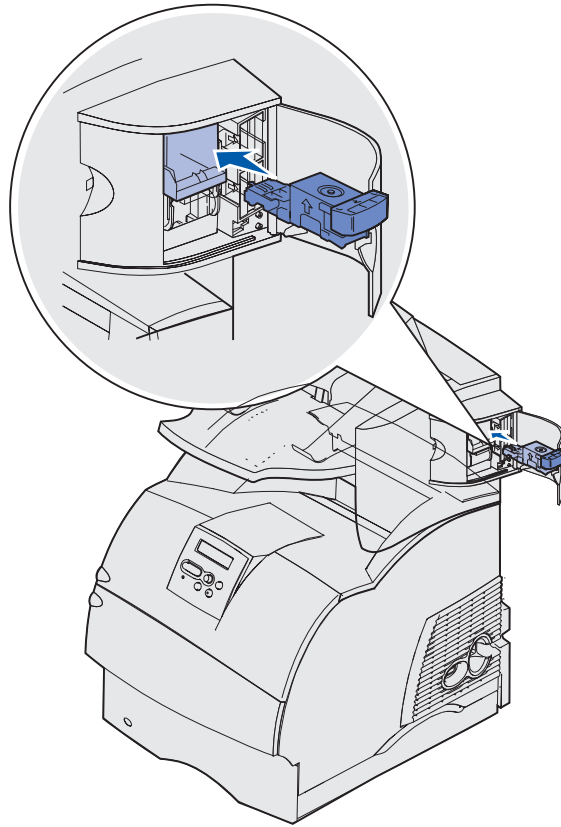


- 6** Remove any loose staples from the staple guard.
- 7** Look through the clear covering on the bottom of the cartridge holder to make sure no staples are jammed in the entry throat.
- 8** Press down on the staple guard until it *snaps* securely into place.



Clearing stapler jams

- 9 Push the cartridge holder firmly into the stapler until the cartridge holder *clicks* into place.



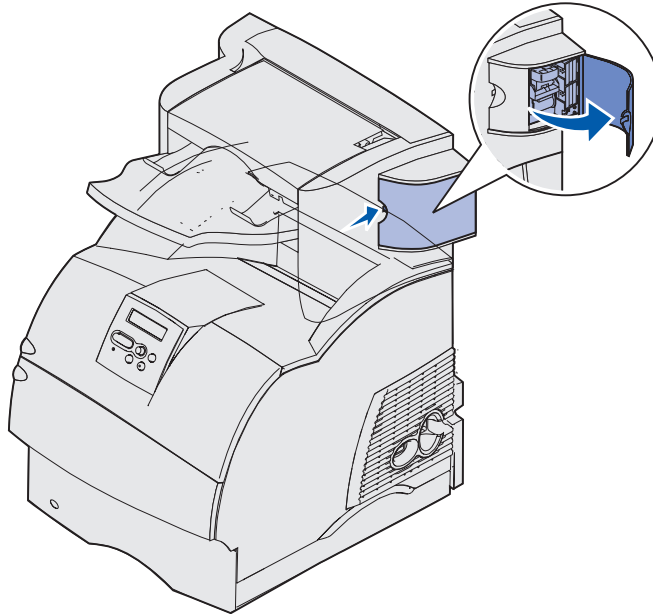
- 10 Close the stapler access door.

Priming Stapler appears on the operator panel display. Priming ensures the stapler is functioning properly.

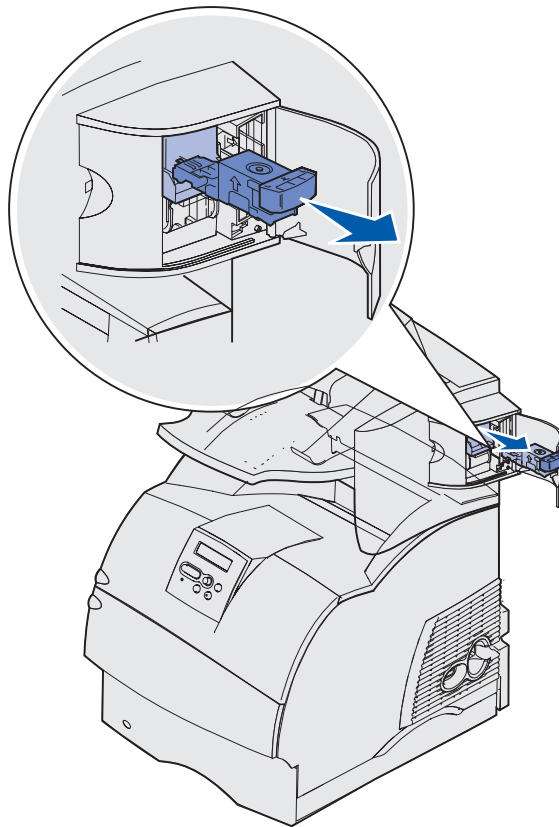
- 11 Close the finisher output bin cover.

283 Staple Jam Check Stapler

- 1 Press the latch to open the stapler access door.

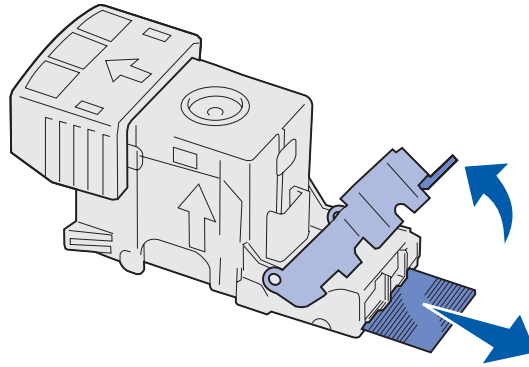


- 2 Firmly pull the colored tab to remove the staple cartridge holder from the stapler.

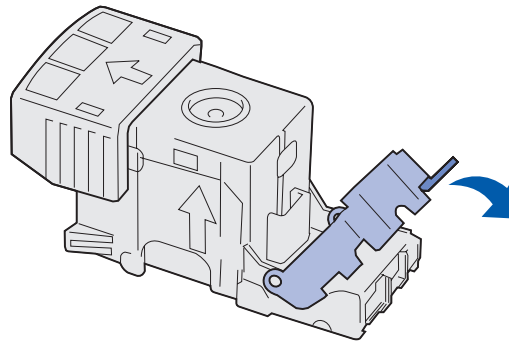


Clearing stapler jams

- 3 Use the metal tab to lift the staple guard, and then pull out the sheet of staples. Discard the entire sheet.

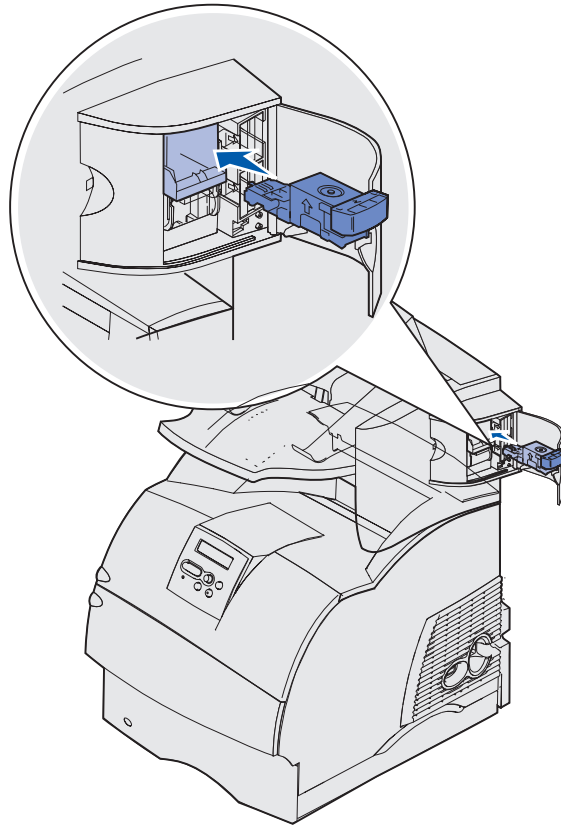


- 4 Remove any loose staples from the staple guard.
- 5 Look through the clear covering on the bottom of the cartridge holder to make sure no staples are jammed in the entry throat.
- 6 Press down on the staple guard until it *snaps* securely into place.



Clearing stapler jams

- 7 Push the cartridge holder firmly into the stapler until the cartridge holder *clicks* into place.



- 8 Close the stapler access door.

Priming Stapler appears on the operator panel display. Priming ensures the stapler is functioning properly.



Administration

The following sections are for a network administrator in charge of the printer.

Disabling operator panel menus

Since many people could be using the printer, an administrator may choose to lock the menus to keep others from changing menu settings from the operator panel.

To disable the operator panel menus so that changes cannot be made to the printer default settings:

- 1 Turn the printer off.

Note: Disabling the operator panel menus does not prevent access to the Job Menu or to Print and Hold functionality.

- 2 Press and hold **Select** and **Return** and turn the printer on.

- 3 Release the buttons when you see **Performing Self Test**.

Config Menu appears on the first line of the display.

- 4 Press **Menu** until you see **Panel Menus**, and then press **Select**.

Disable appears on the second line of the display.

- 5 Press **Select**.

Locking Menus appears briefly.

- 6 Press **Menu** until you see Exit Config Menus, and then press **Select**.

The menus are disabled. If you press **Menu**, the message **Menus Disabled** appears.

Enabling menus

- 1 Repeat steps 1 through 4 in **Disabling operator panel menus**.

- 2 Press **Menu** until you see Enable.

Continue with steps 5 and 6 in **Disabling operator panel menus**.

Restoring factory default settings

When you first enter the printer menus from the operator panel, you may notice an asterisk (*) next to a value in the menus. This asterisk indicates the *factory default setting*. These settings are the original printer settings. (Factory defaults may vary for different countries.)

When you select a new setting from the operator panel, the **Saved** message appears. When the Saved message disappears, an asterisk appears next to the setting to identify it as the current *user default setting*. These settings are active until new ones are stored or the factory defaults are restored.

To restore the original printer factory default settings:

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press **Menu** until you see Utilities Menu, and then press **Select**.
- 3 Press **Menu** until you see Factory Defaults, and then press **Select**.

Restore appears on the second line of the display.

- 4 Press **Select**.

The message **Restoring Factory Defaults** appears followed by the **Ready** message.

When you select Restore:

- No other button actions are available on the operator panel while Restoring Factory Defaults appears.
- All downloaded resources (fonts, macros, and symbol sets) in printer memory (RAM) are deleted. (Resources residing in flash memory or on the optional hard disk are unaffected.)
- All menu settings are returned to the factory default values, except:
 - The operator panel Display Language setting in the Setup Menu.
 - All settings in the Parallel Menu, Serial Menu, Network Menu, and USB Menu.

If you need more information about changing menu settings or selecting new user default settings, see [Using the operator panel to change printer settings](#).

Understanding fonts

Typefaces and fonts

A *font* is a set of characters and symbols created with a distinct design. The distinct design is called a *typeface*. The typefaces you select add personality to a document. Well-chosen typefaces make a document easier to read.

The printer has numerous resident fonts in PCL 6 and PostScript 3 emulations. See [Resident fonts](#) for a listing of all resident fonts.

Weight and style

Typefaces are often available in different weights and styles. These variations modify the original typeface so you can, for example, emphasize important words in text or highlight book titles. The different weights and styles are designed to complement the original typeface.

Weight refers to the thickness of the lines that form the characters. Thicker lines result in darker characters. Some words commonly used to describe the weight of a typeface are bold, medium, light, black, and heavy.

Style refers to other typeface modifications, such as tilt or character width. Italic and oblique are styles where the characters are tilted. Narrow, condensed, and extended are three common styles that modify the character widths.

Some fonts combine several weight and style modifications; for example, Helvetica Narrow Bold Italic. A group of several weight and style variations of a single typeface is called a *typeface family*. Most typeface families have four variations: regular, italic, bold, and bold italic. Some families have more variations, as the following illustration for the Helvetica typeface family shows:

Helvetica	ABCDEFGHIJKLMNOPQRSTUVWXYZ
<i>Helvetica-Italic</i>	<i>ABCDEFGHIJKLMNOPQRSTUVWXYZ</i>
Helvetica-Bold	ABCDEFGHIJKLMNOPQRSTUVWXYZ
<i>Helvetica-BoldItalic</i>	<i>ABCDEFGHIJKLMNOPQRSTUVWXYZ</i>
Helvetica-Narrow	ABCDEFGHIJKLMNOPQRSTUVWXYZ
<i>Helvetica-Narrow Italic</i>	<i>ABCDEFGHIJKLMNOPQRSTUVWXYZ</i>
Helvetica-Narrow Bold	ABCDEFGHIJKLMNOPQRSTUVWXYZ
<i>Helvetica-Narrow-BoldItalic</i>	<i>ABCDEFGHIJKLMNOPQRSTUVWXYZ</i>

Pitch and point size

The size of a font is specified as either a pitch or point size, depending on whether the font is fixed space or proportional.

In *fixed space* fonts, each character has the same width. *Pitch* is used to specify the size of fixed space fonts. It is a measure of the number of characters that will print in one horizontal inch of type. For example, all 10-pitch fonts print 10 characters per inch (cpi) and all 12-pitch fonts print 12 cpi:

Courier	10 Pitch	1234567890
Courier-Bold	10 Pitch	1234567890
Courier	12 Pitch	123456789012
Courier-Bold	12 Pitch	123456789012

← 1 inch →

In *proportional* (or *typographic*) fonts, every character can have a different width. Since proportional fonts have characters with different widths, the font size is specified in point size, not pitch. *Point size* refers to the height of the characters in the font. A *point* is defined as 1/72 inch. The characters in a font printed at 24 point will be twice as large as the characters in the same font printed at 12 point.

The following illustration shows samples of a font printed in different point sizes:

48 point 36 point

24 point 18 point 12 point 10 point

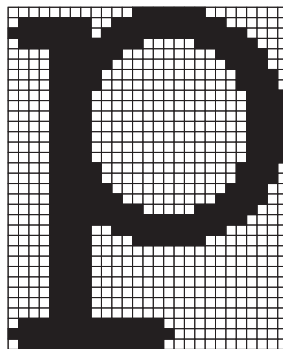
The point size of a font is defined as the distance from the top of the tallest character in the font to the bottom of the lowest character in the font. Due to the definition of point size, different fonts printed at the same point size may appear quite different in size. This is because there are other font parameters that affect how the font looks. However, the point size of a font is an excellent specification of the relative size of a font. The following examples illustrate two very different proportional fonts at 14 point:

ITC Avant Garde
abcdefghABCDEFGH
ITC Zapf Chancery
abcdefghABCDEFGH

Bitmapped and scalable fonts

The printer uses both bitmapped and scalable fonts.

Bitmapped fonts are stored in printer memory as predefined patterns of bits that represent a typeface at a specific size, style, and resolution. The following illustration shows an example of a character from a bitmapped font.



Bitmapped fonts are available in different type styles and point sizes as downloadable fonts. Contact the place where you bought your printer for more information about downloadable fonts.

Scalable fonts (also called *outline* fonts) are stored as computer programs that define the outlines of the characters in the font. Each time you print characters from a scalable font, the printer creates a bitmap of the characters at the point size you choose and saves it temporarily in printer memory.



These temporary bitmapped fonts are deleted when you turn off or reset the printer. Scalable fonts provide the flexibility of printing in many different point sizes.

Your printer uses different scalable font formats for downloading fonts to the printer. PCL 6 emulation uses *Intellifont* and *TrueType* scalable fonts. PostScript 3 emulation uses *Type 1* and *TrueType* scalable fonts. There are thousands of different scalable fonts available in these different font formats from numerous font suppliers.

If you plan to use many downloadable bitmapped or scalable fonts or if you plan to use many different sizes of scalable fonts, you may need to purchase additional memory for your printer.

Resident fonts

Your printer is equipped with resident fonts stored permanently in printer memory. Different fonts are available in PCL 6 and PostScript 3 emulations. Some of the most popular typefaces, like Courier and Times New Roman, are available for all printer languages.

The following table lists all the fonts resident in your printer. See [Printing a font sample list](#) for instructions on how to print samples of the fonts. You can select the resident fonts from your software application, or from the operator panel if you are using PCL 6 emulation.

Resident scalable fonts	
PCL 6 emulation	PostScript 3 emulation
Albertus Medium	AlbertusMT
	AlbertusMT-Italic
	AlbertusMT-Light
Albertus Extra Bold	
Antique Olive	AntiqueOlive-Roman
Antique Olive Italic	AntiqueOlive-Italic
Antique Olive Bold	AntiqueOlive-Bold

Understanding fonts

Resident scalable fonts (continued)	
PCL 6 emulation	PostScript 3 emulation
	AntiqueOlive-Compact
Arial	ArialMT
Arial Italic	Arial-ItalicMT
Arial Bold	Arial-BoldMT
Arial Bold Italic	Arial-BoldItalicMT
ITC Avant Garde Book	AvantGarde-Book
ITC Avant Garde Book Oblique	AvantGarde-BookOblique
ITC Avant Garde Demi	AvantGarde-Demi
ITC Avant Garde Demi Oblique	AvantGarde-DemiOblique
ITC Bookman Light	Bookman-Light
ITC Bookman Light Italic	Bookman-LightItalic
ITC Bookman Demi	Bookman-Demi
ITC Bookman Demi Italic	Bookman-DemItalic
Clarendon Condensed Bold	
Coronet	Coronet-Regular
CourierPS	Courier
CourierPS Oblique	Courier-Oblique
CourierPS Bold	Courier-Bold
CourierPS Bold Italic	Courier-BoldOblique
CG Omega	
CG Omega Bold	
CG Omega Italic	
CG Omega Bold Italic	
Garamond Antiqua	Garamond-Antiqua
Garamond Halbfett	Garamond-Halbfett
Garamond Kursiv	Garamond-Kursiv
Garamond Kursiv Halbfett	Garamond-KursivHalbfett
Helvetica Light	Helvetica-Light
Helvetica Light Oblique	Helvetica-LightOblique
Helvetica Black	Helvetica-Black
Helvetica Black Oblique	Helvetica-BlackOblique
Helvetica	Helvetica
Helvetica Italic	Helvetica-Oblique

Understanding fonts

Resident scalable fonts (continued)	
PCL 6 emulation	PostScript 3 emulation
Helvetica Bold	Helvetica-Bold
Helvetica Bold Italic	Helvetica-BoldOblique
Helvetica Narrow	Helvetica-Narrow
Helvetica Narrow Italic	Helvetica-Narrow-Oblique
Helvetica Narrow Bold	Helvetica-Narrow-Bold
Helvetica Narrow Bold Italic	Helvetica-Narrow-BoldOblique
CG Times	Intl-CG-Times
CG Times Italic	Intl-CG-Times-Italic
CG Times Bold	Intl-CG-Times-Bold
CG Times Bold Italic	Intl-CG-Times-BoldItalic
Univers Medium	Intl-Univers-Medium
Univers Medium Italic	Intl-Univers-MediumItalic
Univers Bold	Intl-Univers-Bold
Univers Bold Italic	Intl-Univers-BoldItalic
Courier	Intl-Courier
Courier Italic	Intl-Courier-Oblique
Courier Bold	Intl-Courier-Bold
Courier Bold Italic	Intl-Courier-BoldOblique
Letter Gothic	LetterGothic
Letter Gothic Italic	LetterGothic-Slanted
Letter Gothic Bold	LetterGothic-Bold
	LetterGothic-BoldSlanted
Marigold	Marigold
Century Schoolbook Roman	NewCenturySchlbk-Roman
Century Schoolbook Italic	NewCenturySchlbk-Italic
Century Schoolbook Bold	NewCenturySchlbk-Bold
Century Schoolbook Bold Italic	NewCenturySchlbk-BoldItalic
	Optima
	Optima-Bold
	Optima-BoldItalic
	Optima-Italic
Palatino Roman	Palatino-Roman
Palatino Italic	Palatino-Italic

Understanding fonts

Resident scalable fonts (continued)	
PCL 6 emulation	PostScript 3 emulation
Palatino Bold	Palatino-Bold
Palatino Bold Italic	Palatino-BoldItalic
SymbolPS	Symbol
Symbol	
Times Roman	Times-Roman
Times Italic	Times-Italic
Times Bold	Times-Bold
Times Bold Italic	Times-BoldItalic
Times New Roman	TimesNewRomanPSMT
Times New Roman Italic	TimesNewRomanPS-ItalicMT
Times New Roman Bold	TimesNewRomanPS-BoldMT
Times New Roman Bold Italic	TimesNewRomanPS-BoldItalicMT
	Univers
	Univers-Oblique
	Univers-Bold
	Univers-BoldOblique
Univers Condensed Medium	Univers-Condensed
Univers Condensed Medium Italic	Univers-CondensedOblique
Univers Condensed Bold	Univers-CondensedBold
Univers Condensed Bold Italic	Univers-CondensedBoldOblique
Wingdings	Wingdings-Regular
ITC Zapf Chancery Medium Italic	ZapfChancery-MediumItalic
ITC Zapf Dingbats	ZapfDingbats
	Univers-Extended
	Univers-ExtendedObl
	Univers-BoldExt
	Univers-BoldExtObl
	Univers-Light
	Univers-LightOblique
	Clarendon
	Clarendon-Light
	Clarendon-Bold
	Helvetica-Condensed

Understanding fonts

Resident scalable fonts (continued)	
PCL 6 emulation	PostScript 3 emulation
	Helvetica-Condensed-Bold
	Helvetica-Condensed-BoldObl
	Helvetica-Condensed-Oblique
	StempelGaramond-Bold
	StempelGaramond-BoldItalic
	StempelGaramond-Italic
	StempelGaramond-Roman
	Apple-Chancery
	Chicago
	Geneva
	Monaco
	NewYork
	Oxford
	Taffy
	MonaLisa-Recut
	Candid
	Bodoni
	Bodoni-Italic
	Bodoni-Bold
	Bodoni-BoldItalic
	Bodoni-Poster
	Bodoni-PosterCompressed
	CooperBlack
	CooperBlack-Italic
	Copperplate-ThirtyTwoBC
	Copperplate-ThirtyThreeBC
	Eurostile
	Eurostile-Bold
	Eurostile-ExtendedTwo
	Eurostile-BoldExtendedTwo
	GillSans
	GillSans-Italic
	GillSans-Bold

Understanding fonts

Resident scalable fonts (continued)	
PCL 6 emulation	PostScript 3 emulation
	GillSans-BoldItalic
	GillSans-Condensed
	GillSans-BoldCondensed
	GillSans-Light
	GillSans-LightItalic
	GillSans-ExtraBold
	Goudy
	Goudy-Italic
	Goudy-Bold
	Goudy-BoldItalic
	Goudy-ExtraBold
	HoeflerText-Regular
	HoeflerText-Italic
	HoeflerText-Black
	HoeflerText-BlackItalic
	HoeflerText-Ornaments
	JoannaMT
	JoannaMT-Italic
	JoannaMT-Bold
	JoannaMT-BoldItalic
	LubalinGraph-Book
	LubalinGraph-BookOblique
	LubalinGraph-Demi
	LubalinGraph-DemiOblique
Line Printer 16	
POSTNET Barcode	
OCR-A	
OCR-B	
C39 Narrow	
C39 Regular	
C39 Wide	

Readability disclaimer

Many factors can affect the readability of bar codes and optical character recognition (OCR) characters, including printer settings, such as Print Resolution, Toner Darkness, and Print Darkness. In addition, choice of print media can significantly affect the readability of bar codes. See [Using the printer menus](#) and [Print media guidelines](#) for information on printer settings and print media considerations to help optimize the readability of printer bar codes and OCR characters.

Before purchasing any specific solutions, print a sample of OCR characters or bar codes on your print media. Then, verify readability with the actual devices that will be used to read them. The manufacturer does not warrant that a specific bar code reader will be able to read the bar code images as printed or that a specific OCR reader will be able to read the OCR characters as printed.

Symbol sets

A *symbol set* is the collection of alphabetic and numeric characters, punctuation, and special characters available in the font you select. Symbol sets support the requirements for different languages or specific applications, such as math symbols used for scientific text.

In PCL 6 emulation, a symbol set also defines which character will print for each key on the keyboard (or more specifically, for each *code point*). Some applications require different characters at some code points. To support multiple applications and languages, your printer has 83 symbol sets for the resident PCL 6 emulation fonts.

Symbol sets for PCL 6 emulation

Not all font names support all of the symbol sets listed.

ABICOMP Brazil/Portugal	ISO 21: German	PC-853 Latin 3 (Turkish)
ABICOMP International	ISO 25: French	PC-855 Cyrillic
DeskTop	ISO 57: Chinese	PC-857 Latin 5 (Turkish)
Legal	ISO 60: Norwegian version 1	PC-858 Multilingual Euro
MC Text	ISO 61: Norwegian version 2	PC-860 Portugal
Microsoft Publishing	ISO 69: French	PC-861 Iceland
Russian-GOST	ISO 84: Portuguese	PC-863 Canadian French
Ukrainian	ISO 85: Spanish	PC-865 Nordic
PCL ITC Zapf Dingbats	ISO 8859-1 Latin 1 (ECMA-94)	PC-866 Cyrillic
PS ITC Zapf Dingbats	ISO 8859-2 Latin 2	PC-869 Greece
PS Math	ISO 8859-5 Latin/Cyrillic	PC-911 Katakana
PS Text	ISO 8859-7 Latin/Greek	PC-1004 OS/2
Pi Font	ISO 8859-9 Latin 5	Math-8
Symbol	ISO 8859-10 Latin 6	Greek-8

Using the Local Printer Setup Utility

Wingdings	ISO 8859-15 Latin 9	Turkish-8
POSTNET Barcode	PC-8 Bulgarian	Roman-8
ISO : German	PC-8 Danish/Norwegian (437N)	Roman-9
ISO : Spanish	PC-8 Greek Alternate (437G)	Roman Extension
ISO 2: IRV (Int'l Ref Version)	PC-8 Turkish (437T)	Ventura ITC Zapf Dingbats
ISO 4: United Kingdom	PC-8 Latin/Greek	Ventura International
ISO 6: ASCII	PC-8 PC Nova	Ventura Math
ISO 10: Swedish	PC-8 Polish Mazovia	Ventura US
ISO 11: Swedish for Names	PC-8 Code Page 437	Windows 3.0 Latin 1
ISO 14: JIS ASCII	PC-775 Baltic (PC-8 Latin 6)	Windows 98 Cyrillic
ISO 15: Italian	PC-850 Multilingual	Windows 98 Greek
ISO 16: Portuguese	PC-851 Greece	Windows 98 Latin 1
ISO 17: Spanish	PC-852 Latin 2	Windows 98 Latin 2
Barcode (9Y)	OCR-A	Windows 98 Latin 5
Barcode (109Y)	OCR-B	Windows 98 Latin 6 (Baltic)
Barcode (209Y)		

Downloadable fonts

You can download scalable fonts in PostScript 3 emulation and either scalable or bitmapped fonts in PCL 6 emulation. Fonts can be downloaded to printer memory or to a flash memory option or hard disk option. Fonts downloaded to flash memory or hard disk remain in memory even after the printer language changes, the printer resets, or the printer is turned off.

MarkVision includes a remote management function that lets you manipulate the font files you have downloaded to flash memory or hard disk. Refer to the drivers CD for more information about MarkVision.

Using the Local Printer Setup Utility

The Local Printer Setup Utility lets you select and save printer settings. These *user default settings* remain in effect until you make another selection and apply it, or until you restore the original printer settings (called *factory default settings*). See [Restoring factory default settings](#) for more information.

The Local Printer Setup Utility is provided on the drivers CD for the printer.

Detailed instructions for using the Local Printer Setup Utility can be found in the Local Printer Setup Utility Help.

Using the Print and Hold function

Make changes in the Local Printer Setup Utility to create settings that will apply to all print jobs. To change settings for an individual print job, make selections using the printer driver. These settings override settings made in the Local Printer Setup Utility.

The Local Printer Setup Utility lets you set values for the following settings:

Paper Settings

Paper Source
Paper Size (per supported sources)
Paper Type (per supported sources)
Custom Types (per custom type number)
Substitute Size
Configure MP
Paper Texture (per supported media)
Paper Weight (per supported media)
Paper Loading (per supported media)

PostScript Settings

Print PS Error
Font Priority

Finishing Settings

Duplex
Duplex Bind
Copies
Blank Pages
Collation
Separator Sheets
Separator Source
Multipage Print
Multipage Order
Multipage View
Multipage Border

PCL Emulation Settings

Orientation
Lines Per Page
A4 Width
Tray Renumber (per supported sources)
Auto CR after LF
Auto LF after CR

USB Settings

PCL SmartSwitch
PS SmartSwitch
USB Buffer

Setup Settings

Printer Language
Power Saver
Resource Save
Download Target
Print Timeout
Wait Timeout
Auto Continue
Jam Recovery
Page Protect
Print Area
Display Language
Alarm Control
Toner Alarm

Quality Settings

Print Resolution
Toner Darkness
PictureGrade

Parallel Settings

PCL SmartSwitch
PS SmartSwitch
Parallel Buffer
Advanced Status
Honor Init

Using the Print and Hold function

When sending a job to the printer, you can specify in the driver that you want the printer to hold the job in memory. When you are ready to print the job, you must go to the printer and use the operator

panel menus to identify which *held* job you want to print. (See [Understanding the operator panel](#) for information on using the operator panel.) You can use this function to delay printing a job, verify one copy before printing additional copies, request extra copies of a job at a later time, or print a confidential job when you can be at the printer to retrieve it.

Note: *Print and Hold* functions require a minimum of 16MB available printer memory. We recommend a minimum of 32MB available printer memory and a hard disk.

Selecting a user name

All confidential and held jobs have a user name associated with them. To access all held jobs or confidential jobs, you must first select your user name from a list of user names for print jobs. When the list is presented, press **Menu** to scroll through the list. Press **Select** once you find your user name for your job.

Printing and deleting held jobs

Once held jobs are stored in printer memory, you can use the printer operator panel to specify what you want to do with one or more of the jobs. You can select either Confidential Job or Held Jobs (Repeat Print, Reserve Print, and Verify Print jobs) from the **Job Menu**. Then, you select your user name from a list. If you select Confidential Job, you must enter the personal identification number (PIN) you specified in the driver when you sent the job. See [Confidential jobs](#) for more information.

From either the Confidential Job or the Held Jobs menu items, you have five choices:

- Print All Jobs
- Print A Job
- Delete All Jobs
- Delete A Job
- Print Copies

Accessing held jobs from the operator panel

- 1 To access held jobs from the operator panel:
 - If the printer is Busy, press **Menu** and the Job Menu appears.
 - If the printer is Ready, continue to step 2.
- 2 Press and release **Menu** until you see Held Jobs or Confidential Job on the operator panel display, depending on the type of job you want to access.
- 3 Press **Select**.

User Name appears on the first line of the operator panel. The second line displays the names of users currently associated with Print and Hold jobs.

- 4 Press and release **Menu** until you see your user name.

Note: If you are looking for a Confidential Job, you are prompted to enter your PIN. See **Confidential jobs** for more information.

- 5 Press **Select**.

- 6 Press **Menu** until the action you want to take is on the second line of the operator panel (Print A Job, Delete A Job, and so on).

- 7 Press **Select**.

- If you are looking for a particular job, press and release **Menu** to scroll through the list of available jobs, and press **Select** when the correct job is displayed. An asterisk (*) appears next to the job name, indicating you have chosen to print or delete that job.
- If you are prompted to enter the number of copies you want to print, press **Menu** to increase or decrease the number on the display, and then press **Select**.

- 8 Press **Go** to print or delete specific jobs you have marked.

The printer briefly shows messages indicating what Print and Hold functions it is performing.

Recognizing when format errors occur

If the ⚡ symbol appears on the display, it indicates that the printer had trouble formatting one or more of the held jobs. These formatting problems are most commonly the result of insufficient printer memory or invalid data that might cause the printer to flush the job.

When a ⚡ symbol appears next to a held job, you can:

- Print the job. Be aware, however, that only part of the job may print.
- Delete the job. You may want to free up additional printer memory by scrolling through the list of held jobs and deleting others you have sent to the printer.

If formatting errors are a recurring problem with held jobs, your printer may require more memory.

Repeat Print

If you send a Repeat Print job, the printer prints all requested copies of the job *and* stores the job in memory so you can print additional copies later. You can print additional copies as long as the job remains stored in memory.

Note: Repeat Print jobs are automatically deleted from printer memory when the printer requires extra memory to process additional held jobs.

Reserve Print

If you send a Reserve Print job, the printer does not print the job immediately, but stores the job in memory so you can print the job later. The job is held in memory until you delete it from the Held Jobs menu. Reserve Print jobs may be deleted if the printer requires extra memory to process additional held jobs.

See [Printing and deleting held jobs](#) for information.

Verify Print

If you send a Verify Print job, the printer prints one copy and holds the remaining copies you requested from the driver in printer memory. Use Verify Print to examine the first copy to see if it is satisfactory before printing the remaining copies.

See [Printing and deleting held jobs](#) if you need help printing the additional copies stored in memory.

Note: Once all copies are printed, the Verify Print job is deleted from printer memory.

Confidential jobs

When you send a job to the printer, you can enter a personal identification number (PIN) from the driver. The PIN must be four digits using the numbers 1–6. The job is then held in printer memory until you enter the same four-digit PIN from the printer operator panel and choose to print or delete the job. This ensures that the job does not print until you are there to retrieve it, and no one else using the printer can print the job.

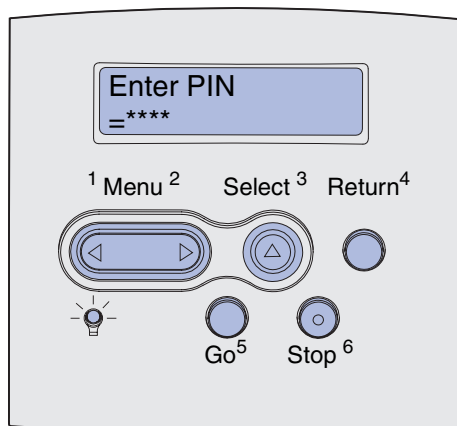
When you select Confidential Job from the Job Menu and then select your user name, the following prompt is displayed:

Enter PIN:

=_____

Removing optional cards

Use the buttons on the operator panel to enter the four-digit PIN associated with your confidential job. The numbers next to the button names identify which button to press for each digit (1–6). As you enter the PIN, asterisks are displayed to ensure confidentiality.



If you enter an invalid PIN, the message **No Jobs Found. Retry?** appears. Press **Go** to reenter the PIN, or press **Stop** to exit the Confidential Job menu.

When you enter a valid PIN, you have access to all print jobs matching the user name and PIN you entered. The print jobs matching the PIN you entered appear on the display when you enter the Print A Job, Delete A Job, and Print Copies menu items. You can then choose to print or delete jobs matching the PIN you entered. (See [Printing and deleting held jobs](#) for more information.) After printing the job, the printer deletes the confidential job from memory.

Removing optional cards

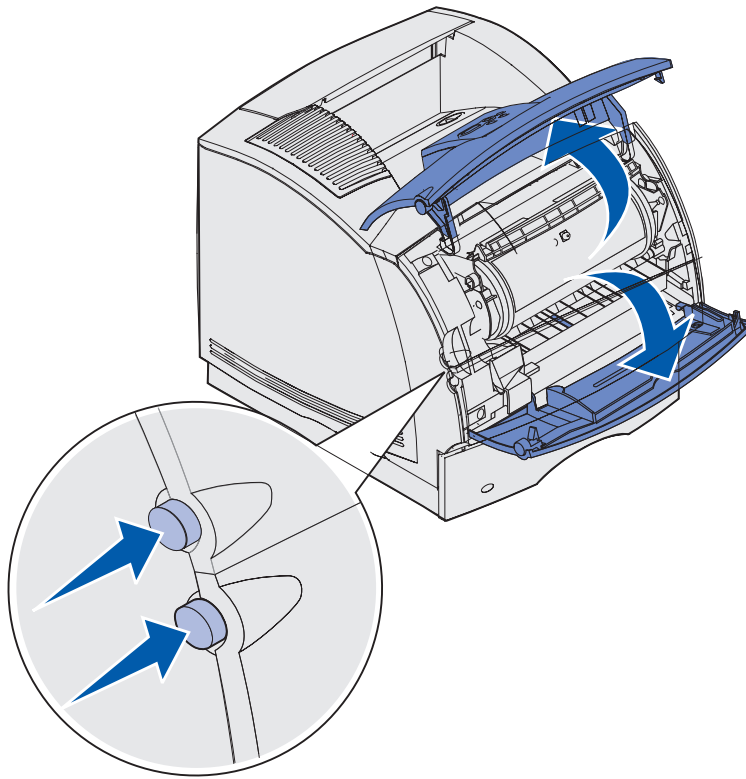
There are several types of optional cards that can be removed. See the following sections of instructions on how to remove them.

Removing optional printer memory and other option cards



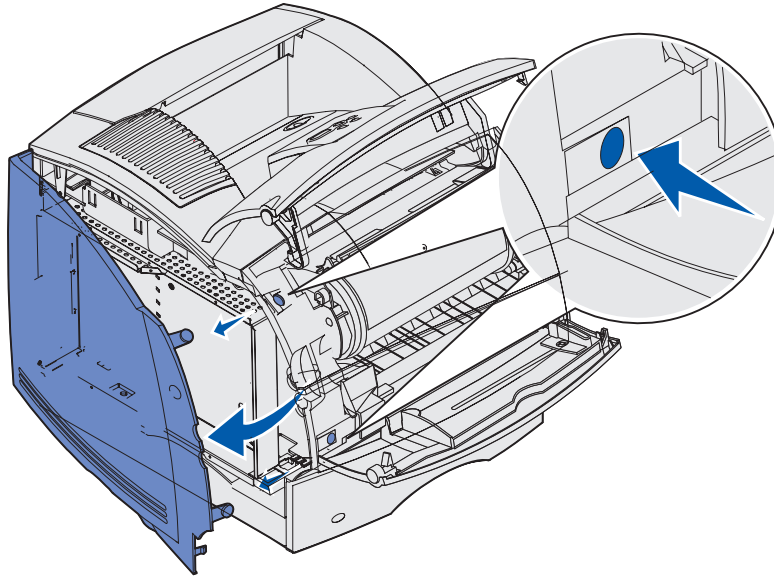
Warning: The optional cards are easily damaged by static electricity. Touch something metal on the printer before you touch a card.

- 1** Access the system board:
 - a** Turn the printer power off, unplug the printer power cord, and disconnect all cables from the back of the printer.
 - b** Press the release latches to open the upper and lower front doors.



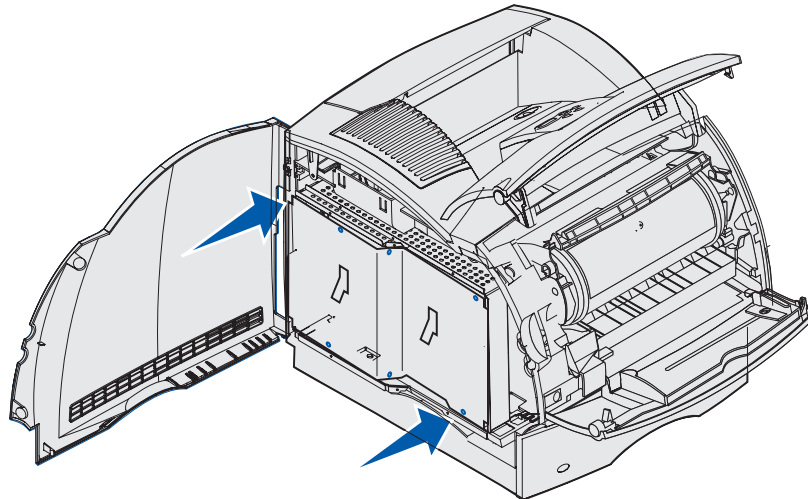
Removing optional cards

- c Press down on the side door latches and open the side door.



- d Loosen, but do not remove, the six screws on the shield.

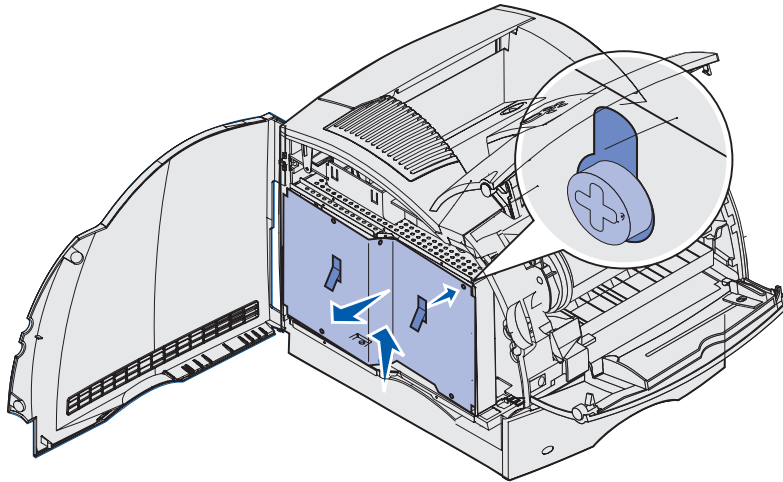
Note: You need a small Phillips screwdriver to loosen these screws.



- e Use the tabs to slide the shield up until the top three screws fit into the three keyholes on the shield.

Removing optional cards

- f Hold the shield by the tabs and lift it off.

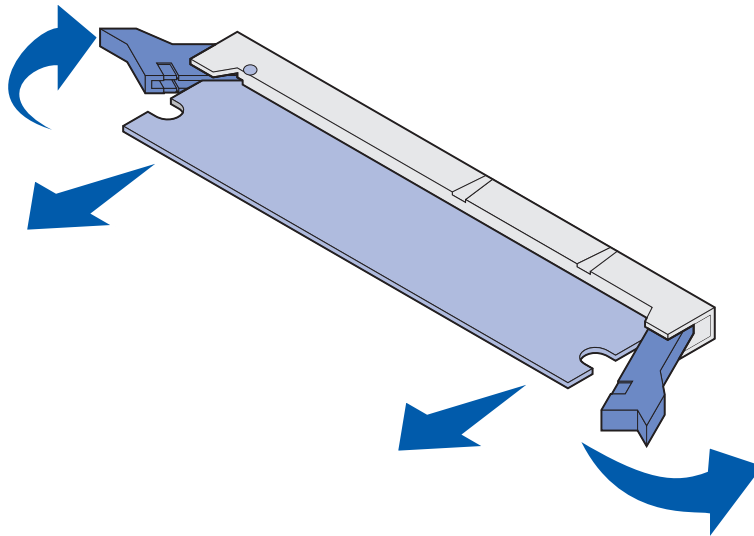


- 2 Locate the option card you want to remove.



Warning: Electronic components are easily damaged by static electricity. Touch something metal on the printer before you touch the option card.

- 3 Push each latch out at each end of the connector.
4 Grasp the option card and pull it gently out of the connector.



- 5 Place the card in its original packaging. If you did not save the original packaging, wrap it in paper and store it in a box for protection.

- 6 If you need to install a replacement optional card on the system board, refer to the *Setup Guide*.
- 7 See [Reattaching the shield and closing the doors](#).

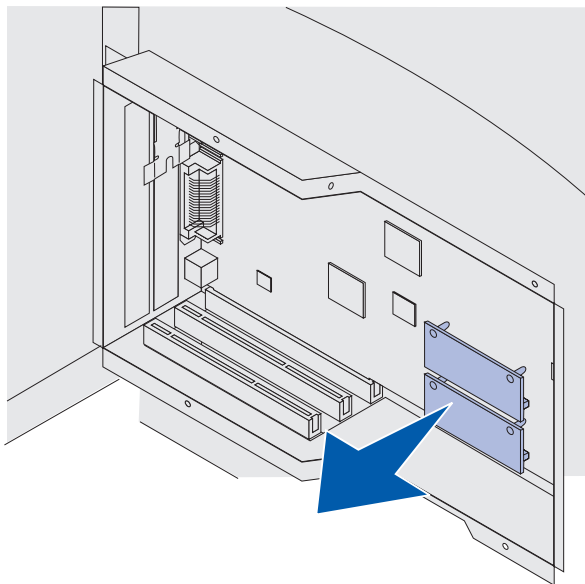
Removing an optional flash memory card or optional firmware card



Warning: The optional cards are easily damaged by static electricity. Touch something metal on the printer before you touch a card.

- 1 Access the system board by completing [step a on page 186](#) through [step f on page 188](#).
- 2 Select the flash memory card or firmware card you want to remove.
- 3 Holding the card by its sides, gently pull it straight out from the system board. If the card does not come out easily, turn the top edge of the card away slightly and then toward the system board several times as you pull gently and evenly on both sides.

Note: Avoid touching the metal pins on the bottom of the card.



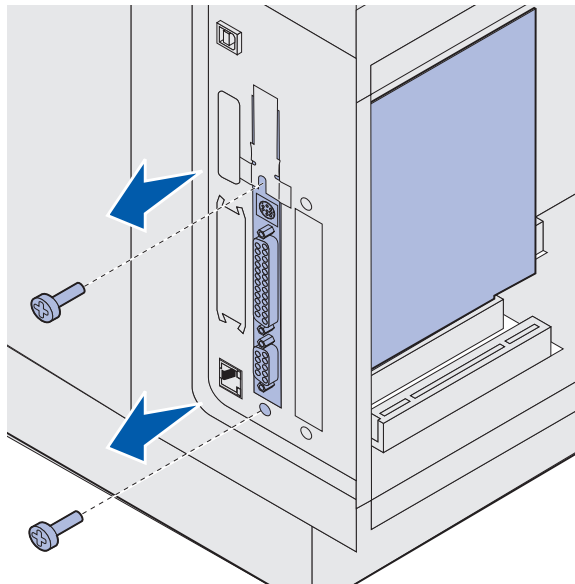
- 4 Place the card in its original packaging. If you did not save the original packaging, wrap it in paper and store it in a box for protection.
- 5 If you need to install another flash memory or firmware card on the system board, refer to the *Setup Guide*.
- 6 See [Reattaching the shield and closing the doors](#).

Removing an option card



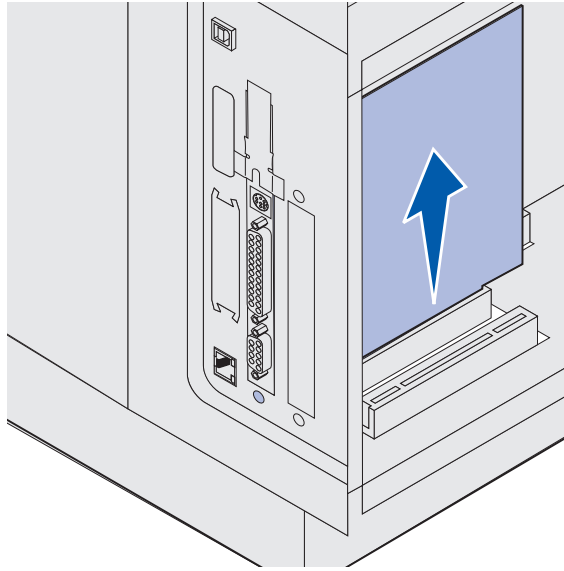
Warning: Electronic components are easily damaged by static electricity. Touch something metal on the printer before you touch the option card.

- 1 Access the system board by completing **step a on page 186** through **step f on page 188**.
- 2 Locate the option card you want to remove.
- 3 Loosen and remove the two screws that secure the card. Save the screws.

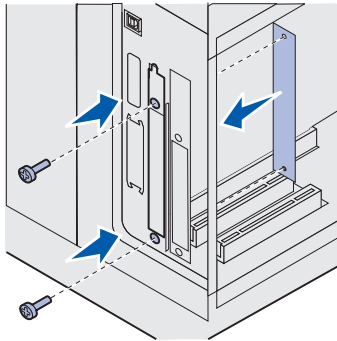


Removing optional cards

- 4 Grasp the card and gently pull it straight up and out of the connector.



- 5 Place the option card in its original packaging. If you did not save the original packaging, wrap it in paper and store it in a box for protection.
- 6 If you need to install another option card, refer to the *Setup Guide*. If not, reinstall the cover plate.
- 7 Align the cover plate on inside surface of the slot.
- 8 Insert the two screws on the back of the printer so they pass through the cover plate and tighten them.

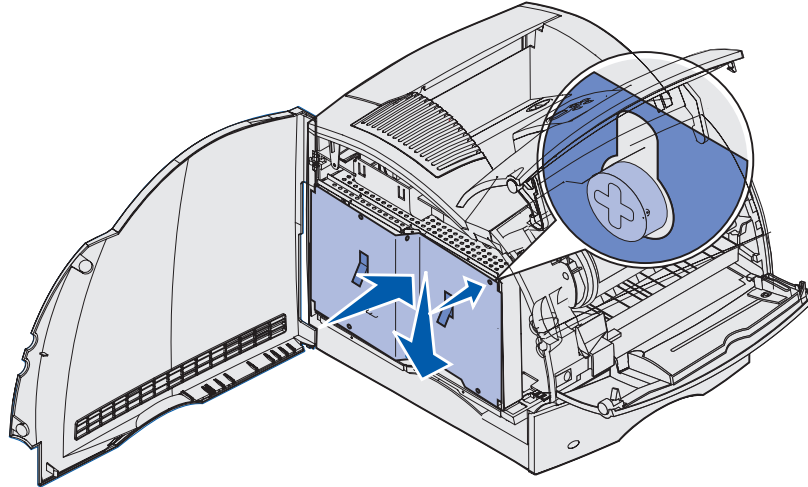


- 9 See [Reattaching the shield and closing the doors](#).

Reattaching the shield and closing the doors

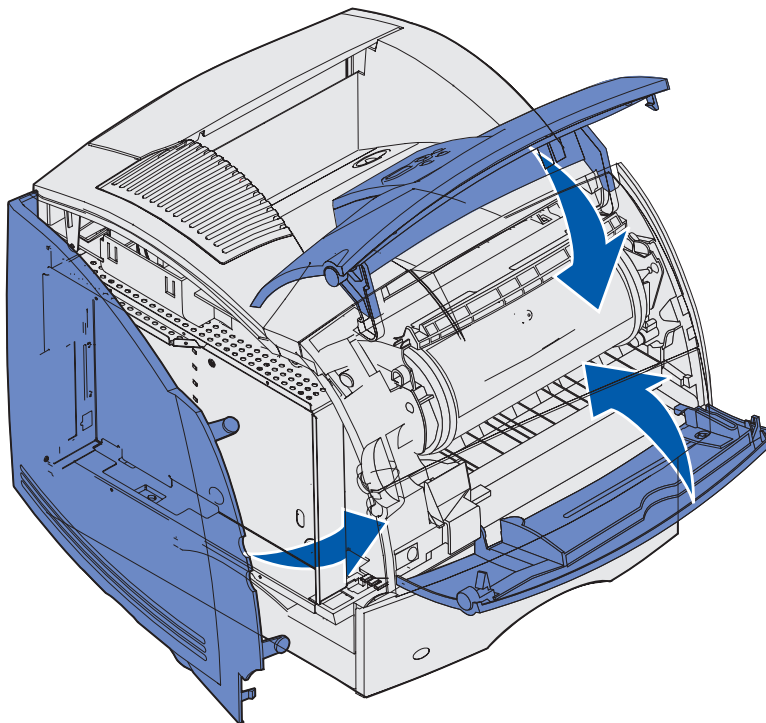
After you have installed any type of option card on the printer system board, follow these instructions to attach the shield and close the doors.

- 1 Grasp the shield by the tabs and align the three keyholes on the shield with the top three screws. Holding the shield by the tabs, slide it down onto the screws. Tighten all six screws.



Removing optional cards

- 2** Close the side door.
- 3** Close the upper and lower front doors.



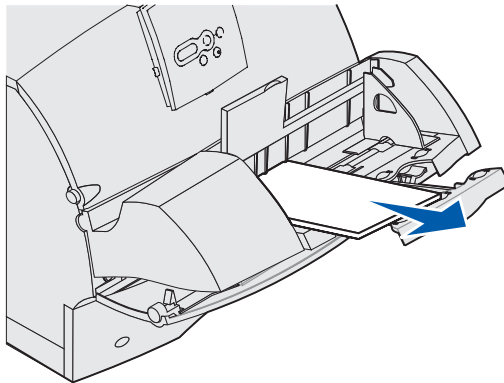
Removing options

If the printer location needs to change or the printer and print media handling options need to be shipped to a new location, all print media handling options must be removed from the printer. For shipping, pack the printer and print media handling options securely to avoid damage.

The following sections explain how to remove options from the printer that were installed above the printer and how to remove the printer from options installed below it.

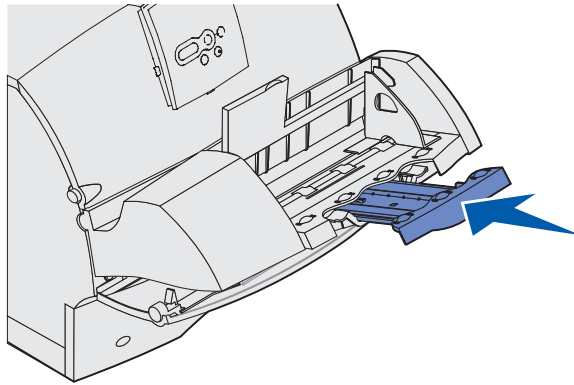
Removing the envelope feeder

- 1 Remove envelopes from the envelope feeder.

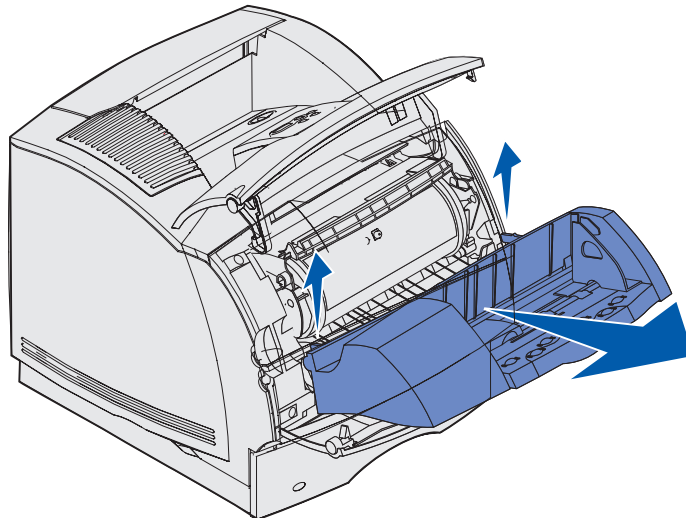


Removing options

- 2 Push the envelope support to the closed position.



- 3 Open the printer upper front door.
- 4 Pull the envelope feeder up slightly and straight out of the printer. Set it aside.



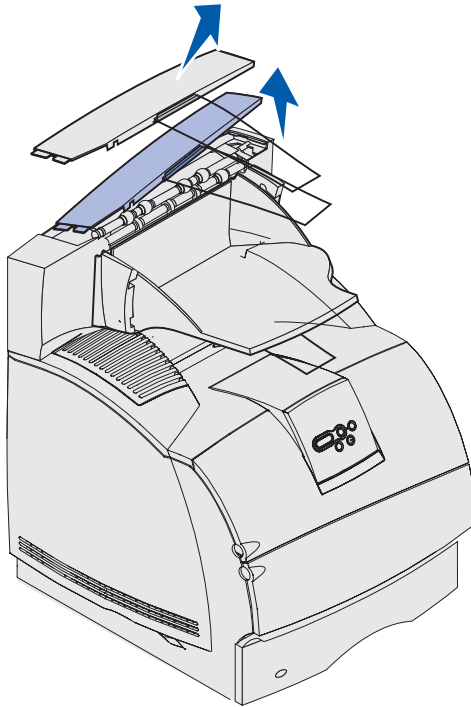
- 5 Close both front doors.
- 6 Refer to the *Setup Guide* when you are ready to reattach options.

Removing an optional output bin

Follow these instructions to remove any of the output bins: finisher, 5-bin mailbox, high-capacity output stacker, or output expander. The following steps explain how to remove an output expander as an example.

- 1 If you are removing the topmost output bin and do not plan to return it to that position, remove the top cover.

If you are removing a finisher, skip to **step 4 on page 199**.

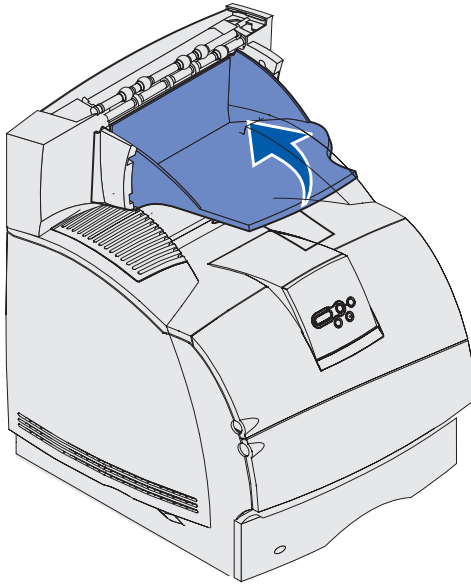


You must attach the top cover to the printer or topmost output bin when you finish removing optional output bins. In addition, it may be necessary to remove the wire bail from the top cover, depending on the type of output bin to which it is attached. Refer to the *Setup Guide* for more information.

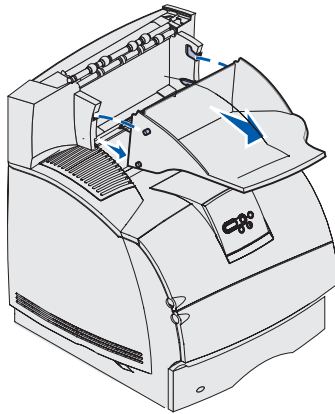
2 Detach the output expander removable bin.

If you are removing a 5-bin mailbox or high-capacity output stacker, skip to **step 3 on page 198**.

- a** Lift the edge of the removable bin so the lower tabs come out of the slots on the output expander.



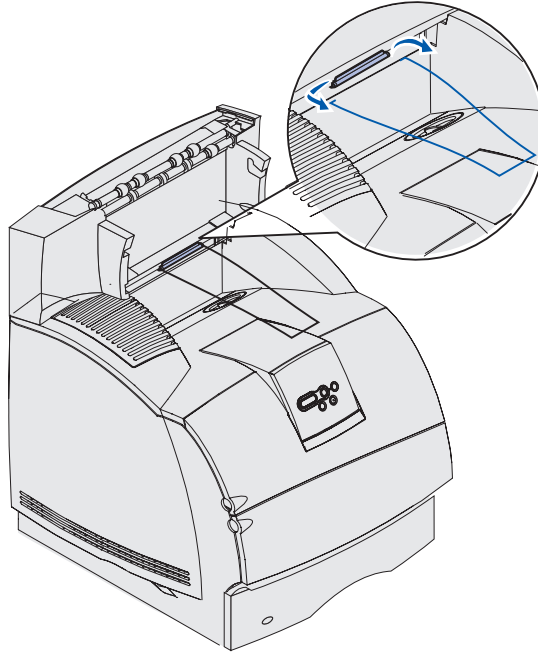
- b** Pull the removable bin straight out toward you to remove the upper tabs from the output expander slots.



Removing options

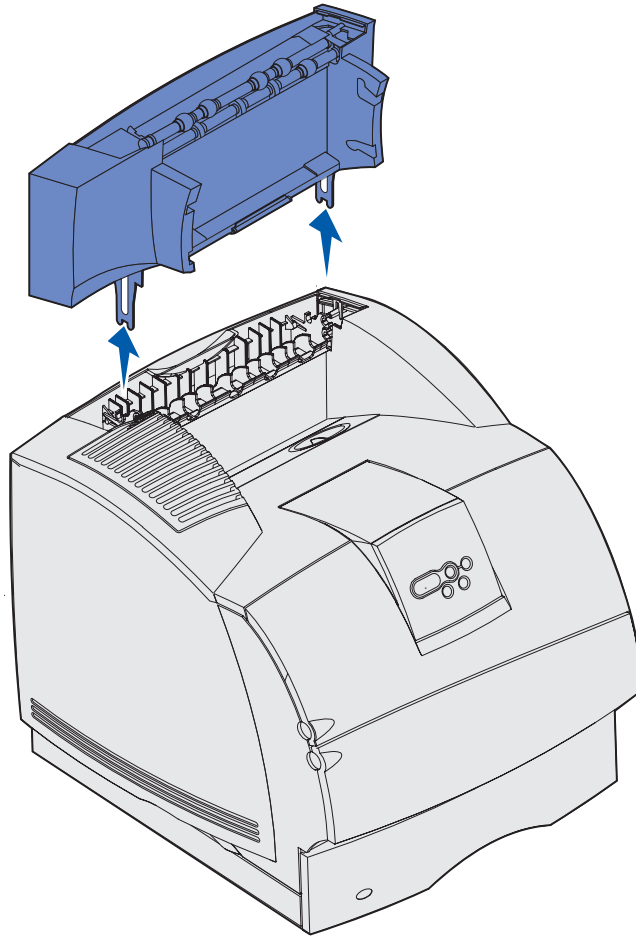
- 3 The output bin may have a wire bail attached. If so, remove the tips of the wire bail from the ends of the plastic bracket on the bottom of the optional output bin.

Refer to the *Setup Guide* when you are ready to reattach the wire bail to an optional output bin.



Removing options

- 4 Carefully lift the option straight up until it is completely disconnected from the option below it or from the printer. Set it aside.



Warning: The edges of the mounting brackets could damage tabletops or fabrics.

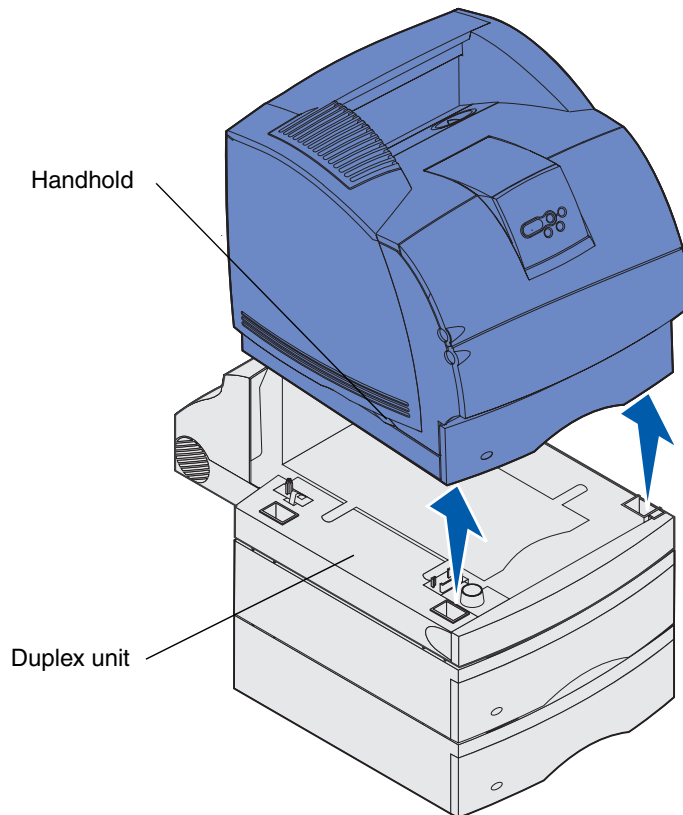
- 5 Refer to the *Setup Guide* when you are ready to reattach options.

Removing the printer from the duplex unit, removing a duplex unit from a drawer and removing a drawer from another drawer

Note: These same instructions work for removing the printer from the optional 2000-sheet drawer or from a 250- or 500-sheet drawer, or removing a 250- or 500-sheet drawer from the optional 2000-sheet drawer.

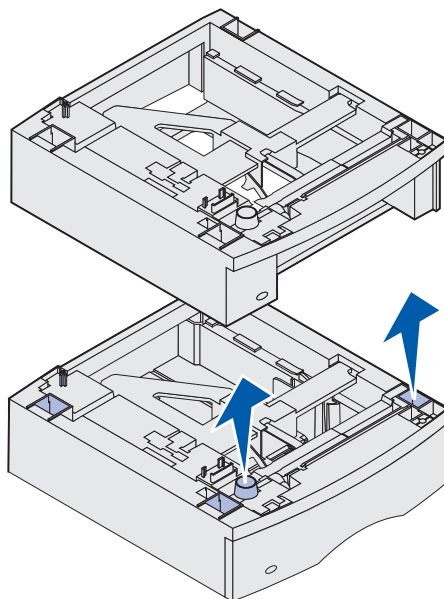
- 1 Ask someone to help you lift the printer by the handholds and set it aside.

CAUTION: Make sure your fingers are not under the printer when you set it down.



Removing options

- 2 Carefully lift the optional drawer straight up until it is completely disconnected from the option below it. Set it aside.



- 3 Refer to the *Setup Guide* when you are ready to reattach options.

Understanding the operator panel

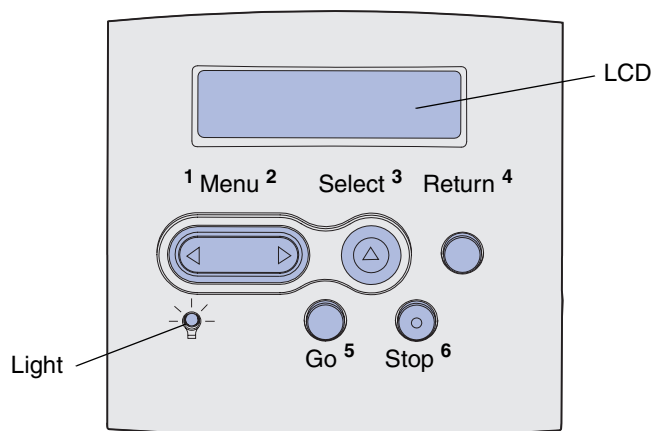
This section contains information about understanding the operator panel, changing printer settings, and understanding operator panel menus.

You can change most printer settings from your software application or printer driver. Settings you change from the application or printer driver apply only to the job you are preparing to send to the printer.

Changes made to printer settings from a software application override changes made from the printer operator panel.

If you cannot change a setting from your application, use the printer operator panel or the remote operator panel available from MarkVision. Changing a printer setting from the printer operator panel or from MarkVision makes that setting the user default.

The printer operator panel has a 2-line by 16-character liquid crystal display (LCD), five buttons, and one indicator light that flashes when the printer is processing a job indicated by the Busy message.



Indicator light

The indicator light gives information about the status of your printer. If the light is:

- Off, the printer is off
- On, the printer is on, but idle
- Blinking, the printer is on and is busy

Using the operator panel buttons

Use the five operator panel buttons to open a menu, scroll through a list of values, change printer settings, and respond to printer messages.

Using the operator panel buttons

The numbers 1 through 6 appear beside the operator panel buttons in this illustration. You use these numbers to enter your personal identification number (PIN) after you send a confidential print job from the printer driver. A confidential job is one type of job from the *Print and Hold* jobs. For more information, see [Using the Print and Hold function](#).

The following information describes the functions of each button.

Note: Buttons act upon the information displayed on the second line of the operator panel.

Button	Function
Go	<p>Press Go to:</p> <ul style="list-style-type: none">Return to the Ready state if the printer is offline (the Ready message does not appear on the display).Exit printer menus and return to the Ready state.Clear some operator panel messages.Resume printing after loading print media and clearing paper jams.Exit Power Saver. <p>If you have changed printer settings from the operator panel menus, press Go before sending a job to print. The printer must display Ready for jobs to print.</p>
Menu	<p>Each end of the button has a function. Press Menu>:</p> <ul style="list-style-type: none">When Ready is displayed, to take the printer offline (out of the Ready state) and enter the menus.When Busy is displayed, to take the printer to the Job Menu.When the printer is offline, to scroll through the menus. <p>Press <Menu to go to the previous item in the menus.</p> <p>For menu items with numeric values, such as Copies, press and hold Menu to scroll through the values. Release the button when the number you want is displayed.</p>
Select	<p>Press Select to:</p> <ul style="list-style-type: none">Open the menu shown on the second line of the operator panel. Depending on the type of menu, this action:<ul style="list-style-type: none">Opens the menu and displays the first item in the menu.Opens the menu item and displays the default setting.Save the displayed menu item as the new user default setting. The printer displays the Saved message and returns to the menu item.Clear certain messages from the operator panel.Continue printing after the Change tray <x> message appears. See Change Tray <x> for more information.
Return	<p>Press Return to return to the previous menu level or menu item.</p>
Stop	<p>Press Stop at the Ready, Busy, or Waiting message to temporarily take the printer offline. The message changes to Not Ready. No data is lost.</p> <p>Press Go to return the printer to the Ready, Busy, or Waiting state.</p>
1, 2, 3, 4, 5, 6	<p>Use the numbers located next to the names of the buttons to enter your personal identification number (PIN) after you send a confidential job. For more information, see Entering a personal identification number (PIN).</p>

If your printer is configured as a network printer available to a number of users, it is possible that **Menus Disabled** appears on the display when you press **Menu** from the Ready state. Disabling the menus prevents other users from using the operator panel to inadvertently change a printer user default that has been set by the administrator. You can still clear messages and select items from the Job Menu when printing a job, but you cannot change other printer settings. However, you can use your printer driver to override printer user defaults and select settings for individual print jobs.

See the [menu map](#) for a brief overview of the printer menus available from the operator panel.

Using the operator panel to change printer settings

From the operator panel, you can select menu items and associated values to print your jobs successfully. You can also use the panel to alter the setup and operating environment of the printer. See [Using printer menus](#) for an explanation of all the menu items.

You can modify printer settings by:

- Selecting a setting from a list of values
- Changing an On/Off setting
- Changing a numerical setting

To select a new value as a setting:

- 1 From a **Ready** status message, press **Menu**. The menu names appear.
- 2 Continue to press and release **Menu** until you see the menu you need.
- 3 Press **Select** to select the menu or menu item on the second line of the display.
 - If the selection is a menu, the menu is opened and the first printer setting in the menu appears.
 - If the selection is a menu item, the default setting for the menu item appears. (The current user default setting has an asterisk [*] beside it.)

Each menu item has a list of values for the menu item. A value can be:

- A phrase or word to describe a setting
 - A numerical value that can be changed
 - An On or Off setting
- 4 Press **Menu** to move to the value you need.
 - 5 Press **Select** to select the value on the second line of the operator panel. An asterisk appears beside the value to indicate that it is now the user default setting. The new setting appears for one second, clears, displays the word **Saved**, and then displays the previous list of menu items.
 - 6 Press **Return** to go back to previous menus. Make additional menu selections to set new default settings. Press **Go** if this is the last printer setting you want to change.

User default settings remain in effect until you save new settings or restore the factory defaults. Settings you choose from your software application can also change or override the user default settings you select from the operator panel.

The [diagram](#) in [Using the printer menus](#) shows the menu items in each menu.

An asterisk (*) next to a value indicates the factory default setting. Factory defaults may differ for different countries.

Factory defaults are the function settings in effect the first time you turn your printer on. These remain in effect until you change them. Factory defaults are restored if you select the Restore value for the Factory Defaults menu item in the Utilities Menu. See [Utilities Menu](#) for more information.

When you select a new setting from the operator panel, the asterisk moves next to the selected setting to identify it as the current user default.

User defaults are the settings you select for different printer functions and store in printer memory. Once stored, these settings remain active until new ones are stored or the factory defaults are restored.

Note: Settings you choose from your software application may override the settings you select from the operator panel.

Menus Disabled

If your printer is configured as a network printer available to a number of users, **Menus Disabled** may appear when you press **Menu** from the **Ready** state. Disabling the menus prevents users from using the operator panel to inadvertently change a printer default that has been set by the person managing the printer. You can still use Print and Hold features, clear messages, and select items from the Job Menu when printing a job, but you cannot change other printer settings. You can, however, use your printer driver to override printer defaults and select settings for individual print jobs.

For more information, see [Disabling operator panel menus](#).

Using the printer menus

Click [here](#) for a one-page overview of all the menus and their menu items.

Select a menu from the following list for more information.

Finishing Menu

Help Menu

Job Menu

Network Menu

Paper Menu

Parallel Menu

PCL Emul Menu

PostScript Menu

Quality Menu

Serial Menu

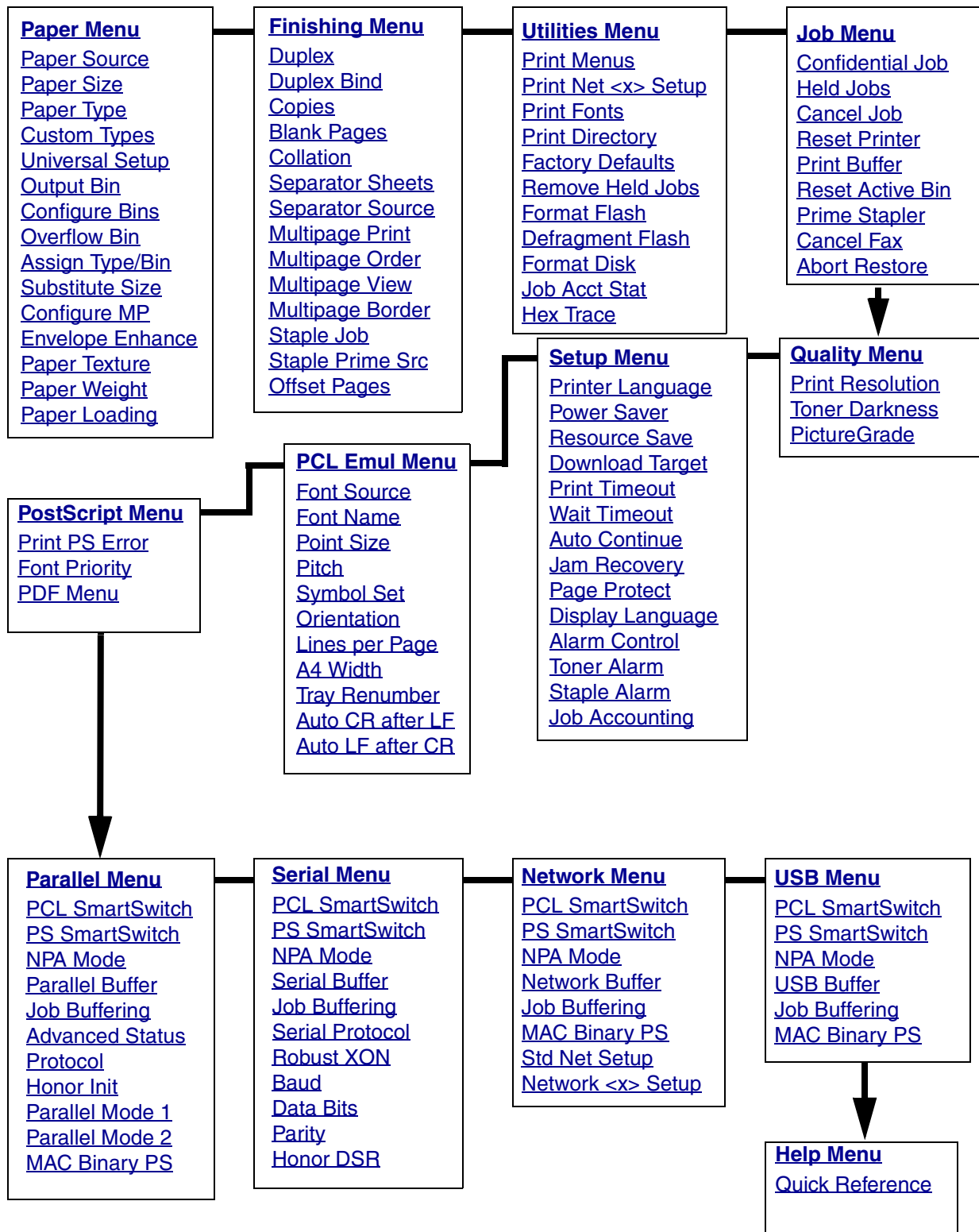
Setup Menu

USB Menu

Utilities Menu

Using the printer menus

Select a menu or menu item for more details



Paper Menu

Use the Paper Menu to define the print media loaded in each tray and the default source and output bin.

Select a menu item for more details:

Assign Type/Bin	Paper Size
Configure Bins	Paper Source
Configure MP	Paper Texture
Custom Types	Paper Type
Envelope Enhance	Paper Weight
Output Bin	Substitute Size
Overflow Bin	Universal Setup
Paper Loading	

Note: Values marked by an asterisk (*) are the factory default settings.

Paper Source

Purpose:

To identify the default source.

Values:

Tray <x> (Tray 1*)
MP Feeder
Env Feeder
Manual Paper
Manual Env

If you loaded the same size and type of paper in two sources (and the Paper Size and Paper Type menu items are correctly set), the trays are automatically linked. When one source is empty, paper automatically feeds from the next linked source.

Paper Size

Purpose:

To identify the default print media size for each source. For trays with automatic size sensing, only the value detected by the hardware is displayed.

Using the printer menus

Values:

First select a source:

Tray <x> Size	Env Feeder Size	MP Feeder Size
Manual Pap Size	Manual Env Size	

Then select a value (*denotes country-specific factory default values):

Letter*	A4*	10 Envelope*	9 Envelope
Legal	A5	DL Envelope*	B5 Envelope
Executive	B5	C5 Envelope	Other Envelope
Statement	Folio	7 3/4 Envelope	
Universal	Select Universal when you load paper that does not match any of the other available sizes. The printer automatically formats the page for the maximum possible size. You can then set the actual page size from your application software.		

Paper Type

Purpose:

To identify the type of paper installed in each source.

Values:

First select a source:

Tray <x> Type	Env Feeder Type	MP Feeder Type
Manual Pap Type	Manual Env Type	

Then select a value:

Plain Paper	Labels	Preprinted	Envelope
Card Stock	Bond	Custom Type <x>	Colored Paper
Transparency	Letterhead		

The Paper Type default for each envelope source is Envelope. The Paper Type default for each paper tray is as follows:

Tray 1 —Plain Paper	Tray 4 —Custom Type 4
Tray 2 —Custom Type 2	Tray 5 —Custom Type 5
Tray 3 —Custom Type 3	Manual Pap Type —Plain Paper

Note: If a user-defined name is available, it is displayed instead of Custom Type <x>. The user-defined name is truncated to 14 characters. If two or more custom types share the same name, the name only appears once in the Paper Type value list.

Use this menu item to:

- Optimize print quality for the specified paper.
- Select sources through your software application by selecting type and size.
- Automatically link sources. Any sources containing the same type and size of paper are automatically linked by the printer, if you have set the Paper Size and the Paper Type to the correct values.

See also:

Custom Types

Custom Types

Purpose:

To specify the kind of paper associated with each of the Custom Types available in the Paper Type menu item.

Values (for Custom Type <x>, where <x> represents 1 through 6):

Paper*	Labels
Card Stock	Envelope
Transparency	

Note: If a user-defined name is available, it is displayed instead of Custom Type <x>. The user-defined name is truncated to 14 characters. If two or more custom types share the same name, the name only appears once in the Custom Types value list.

Universal Setup

Purpose:

To determine the default size when the Paper Size setting for a tray or feeder is Universal.

Values:

First select a unit of measure (denotes a country-specific factory default value):*

Inches*
Millimeters*

Then select the values:

Portrait Width	=3.00–14.17 in. (8.5 in.*)	=76–360 mm (216 mm*)
Portrait Height	=3.00–14.17 in. (14.00 in.*)	=76–360 mm (360 mm*)
Feed Direction	=Short Edge* =Long Edge	

See also:

[Print media sizes and support](#)

Output Bin

Purpose:

To specify the default bin for printed material.

Values:

Standard Bin*

Bin <x>

Note: If a user-defined name is available, it is displayed instead of Bin <x>. The name is truncated to 14 characters. If two or more bins share the same name, the name only appears once in the Output Bin value list.

Configure Bins

Purpose:

To determine which output bin(s) the printer uses for a particular job.

Values:

Mailbox*	Sends print jobs to the output bin designated for that user.
Link	Links two or more bins together as though they were one large bin. When one linked bin is full, the printer starts filling the next linked bin, and continues with each additional linked bin.
Mail Overflow	Sends print jobs to the output bin designated for that user until it is full, and then sends jobs to the designated overflow bin.
Link Optional	Links all optional output bins as though they were one large bin, while leaving the standard bin individually addressable.
Type Assignment	Sends each job to the output bin specified for that paper type.

Overflow Bin

Purpose:

To designate an output bin as the overflow bin. If Configure Bins is set to Mail Overflow and a specific output bin is full, the printer automatically diverts printed material to the overflow bin.

Values:

Standard Bin*
Bin <x>

Note: If a user-defined bin is available, it is displayed instead of Bin <x>. The name is truncated to 14 characters. If two or more bins share the same name, the name only appears once in the Overflow Bin value list.

Assign Type/Bin

Purpose:

To send print jobs to a specific output bin based on the requested paper type.

Values (for Standard Bin* and Bin <x>):

Plain Paper Bin	Envelope Bin	Disabled*
Card Stock Bin	Letterhead Bin	
Transparency Bin	Preprinted Bin	
Labels Bin	Colored Bin	
Bond Bin	Custom <x> Bin (where <x> represents 1 through 6)	

Note: If a user-defined name is available, it is displayed instead of Custom <x> Bin. The name is truncated to 14 characters. If two or more bins share the same name, the name only appears once in the Assign Type/Bin value list.

Substitute Size

Purpose:

To have the printer substitute the specified size if the requested size is not loaded.

Values:

Off	Printer prompts the user to load the requested size.
Statement/A5	Prints A5 size jobs on statement size paper if only statement size paper is loaded, and prints statement size jobs on A5 paper if only A5 paper is loaded.
Letter/A4	Prints A4 size jobs on letter size paper if only letter size paper is loaded, and prints letter size jobs on A4 size paper if only A4 size paper is loaded.
All Listed*	Substitutes both Letter/A4 and Statement/A5.

Configure MP

Purpose:

To determine when the printer selects paper loaded in the multipurpose feeder.

Values:

Cassette*	Printer treats the multipurpose feeder like any other paper tray. If a print job requests a size or type that is only loaded in the multipurpose feeder, the printer pulls paper from the multipurpose feeder for the job.
Manual	Printer treats the multipurpose feeder like a manual feed tray, and displays Load Manual when you need to insert a single sheet of paper in the feeder.
First	Printer pulls paper from the multipurpose feeder until it is empty, regardless of the source or size requested for the job.
Paper Cassette	Printer treats the multipurpose feeder like any other paper tray. If a print job requests a size or type that is only loaded in the multipurpose feeder, the printer pulls paper from the multipurpose feeder for the job. Only paper sizes are supported for this value. No envelope sizes are supported.

Envelope Enhance

Purpose:

To ensure high quality printed envelopes and minimize envelope wrinkling.

Values:

- Off** Prints envelopes as any other printed material.
- On*** Modifies the printing process to prevent wrinkling as envelopes move through the fuser.

If Envelope Enhance is On, you may hear a tapping sound as the envelopes print. We recommend you leave Envelope Enhance set to On unless the tapping sound is too loud for your work area. To eliminate this sound, select Off. Print a few envelopes. If the quality of print is acceptable, leave Envelope Enhance set to Off. If envelopes crease or wrinkle, select On.

Paper Texture

Purpose:

To identify the texture of the paper loaded in a specific source and to ensure that characters print clearly.

Values:

First select a paper type:

Plain Texture	Preprint Texture	Bond Texture	Labels Texture
Card Stock Text	Colored Texture	Envelope Texture	Ltrhead Texture
Trnsprncy Text	Custom <x> Texture		

Then select a value:

- Smooth**
- Normal***
- Rough**

Note: The default for Bond Texture is Rough instead of Normal. If a user-defined name is available for a custom Type, then the name is displayed instead of Custom <x> Texture. The name is truncated to 14 characters.

Use Paper Texture in connection with the Paper Type and Paper Weight menu items. You may need to change those menu items to optimize print quality for your specific paper.

See also:

[Paper Type](#); [Paper Weight](#)

Paper Weight

Purpose:

To identify the relative weight of the paper loaded in a specific source and ensure that the toner adheres properly to the printed page.

Using the printer menus

Values:

First select a paper type:

Plain Weight	Preprint Weight	Bond Weight	Labels Weight
Cardstock Weight	Colored Weight	Envelope Weight	Ltrhead Weight
Trnsprncy Weight	Custom <x> Weight		

Then select a value:

Light
Normal*
Heavy

Note: If a user-defined name is available, it is displayed instead of Custom <x> Weight. The name is truncated to 14 characters.

Paper Loading

Purpose:

To properly handle preprinted paper loaded in a tray, whether the job is a duplexed job or a single-sided job.

Values:

First select a paper type:

Card Stock Load	Colored Loading	Ltrhead Loading	Bond Loading
Labels Loading	Custom <x> Loading	Preprint Loading	

Then select a value:

Duplex	Notifies the printer that the specified paper type is loaded properly for duplex printing. If the printer receives a single-sided job using that paper type, the printer inserts blank pages as necessary to print the job properly on preprinted forms. This setting may slow single-sided printing.
Off*	Printer assumes preprinted material is loaded for single-sided printing. Duplexed jobs may not print properly.

Note: If a user-defined name is available, it is displayed instead of Custom <x> Loading. The name is truncated to 14 characters.

See also:

[Loading print media in standard and optional trays](#); [Loading print media in optional universally adjustable trays](#); [Loading letterhead](#)

Finishing Menu

Use the Finishing Menu to define how the printer delivers the printed output.

Select a menu item for more details:

Blank Pages	Multipage Print
Collation	Multipage View
Copies	Offset Pages
Duplex	Separator Sheets
Duplex Bind	Separator Source
Multipage Border	Staple Job
Multipage Order	Staple Prime Src

Note: Values marked by an asterisk (*) are the factory default settings.

Duplex

Purpose:

To set duplexing as the default for all print jobs. (Select Duplex from the printer driver to duplex only specific jobs.)

Values:

Off*	Prints on one side of the paper.
On	Prints on both sides of the paper.

See also:

[Duplex Bind](#)

Duplex Bind

Purpose:

To define the way duplexed pages would be bound, and how the printing on the back of the sheet (even-numbered pages) is oriented in relation to the printing on the front (odd-numbered pages).

Values:

Long Edge*	Assumes binding along the long end of the page (left edge for portrait orientation and top edge for landscape orientation).
Short Edge	Assumes binding along the short edge of the page (top edge for portrait orientation and left edge for landscape orientation).

See also:

[Duplex](#)

Copies

Purpose:

To set the number of copies you want for the printer default value. (Set the number of copies required for a specific job from the printer driver. Values selected from the printer driver always override values selected from the operator panel.)

Values:

1...999 (1*)

See also:

[Collation](#)

Blank Pages

Purpose:

To specify whether to include application-generated blank pages as part of your printed output.

Values:

Do Not Print*	Does not print application-generated blank pages as part of your job.
Print	Prints application-generated blank pages as part of your job.

Collation

Purpose:

To keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.

Values:

- | | |
|-------------|--|
| Off* | Prints each page of a job the number of times specified by the Copies menu item. For example, if you set Copies to 2 and send three pages to print, the printer prints page 1, page 1, page 2, page 2, page 3, page 3. |
| On | Prints the entire job the number of times specified by the Copies menu item. For example, if you set Copies to 2 and send three pages to print, the printer prints page 1, page 2, page 3, page 1, page 2, page 3. |

Separator Sheets

Purpose:

To insert blank separator sheets between jobs, between multiple copies of a job, or between each page of a job.

Values:

- | | |
|-----------------------|--|
| None* | Does not insert separator sheets. |
| Between Copies | Inserts a blank sheet between each copy of a job. If Collation is Off, a blank page is inserted between each set of printed pages (all page 1's, all page 2's, and so on). If Collation is On, a blank page is inserted between each collated copy of the job. |
| Between Jobs | Inserts a blank sheet between jobs. |
| Between Pages | Inserts a blank sheet between each page of a job. This is useful if you are printing transparencies or want to insert blank pages in a document for notes. |

See also:

[Separator Source](#); [Collation](#)

Separator Source

Purpose:

To specify the source that holds separator sheets.

Values:

- | | |
|---------------------------------|--|
| Tray <x> (Tray 1*) | Selects separator sheets from the specified tray. |
| MP Feeder | Selects separator sheets from the multipurpose feeder. (You must also set Configure MP to Cassette.) |
| Env Feeder | Inserts envelopes as separator sheets. |

See also:

[Separator Sheets](#); [Configure MP](#)

Multipage Print

Purpose:

To print multiple page images on one side of a sheet of paper. Also called *N-Up* or *Paper Saver*.

Values:

Off*	Prints 1 page image per side.	6 Up	Prints 6 page images per side.
2 Up	Prints 2 page images per side.	9 Up	Prints 9 page images per side.
3 Up	Prints 3 page images per side.	12 Up	Prints 12 page images per side.
4 Up	Prints 4 page images per side.	16 Up	Prints 16 page images per side.

See also:

[Multipage Border](#); [Multipage Order](#); [Multipage View](#)

Multipage Order

Purpose:

To determine the positioning of multiple page images when using Multipage Print. The positioning depends on the number of images and whether the images are portrait or landscape in orientation.

For example, if you select 4-Up multipage printing and portrait orientation, the results differ depending on the Multipage Order value you select:

Horizontal Order		Vertical Order		Reverse Horizontal Order		Reverse Vertical Order	
page 1	page 2	page 1	page 3	page 2	page 1	page 3	page 1
page 3	page 4	page 2	page 4	page 4	page 3	page 4	page 2

Values:

Horizontal*
Vertical
Rev Horizontal
Rev Vertical

See also:

[Multipage Print](#)

Multipage View

Purpose:

To determine the orientation of a multipage sheet.

Values:

Auto*	Lets the printer choose between portrait and landscape orientation.
Long Edge	Sets the long edge of the paper as the top of the page (landscape).
Short Edge	Sets the short edge of the paper as the top of the page (portrait).

See also:

[Multipage Print](#)

Multipage Border

Purpose:

To print a border around each page image when using Multipage Print.

Values:

None*	Does not print a border around each page image.
Solid	Prints a solid line border around each page image.

See also:

[Multipage Print](#)

Staple Job

Purpose:

To set stapling as the default for all print jobs. (Select stapling from the printer driver if you want to staple only specific jobs.)

Values:

Off*	Does not staple print jobs.
On	Staples each print job sent to the printer.

Note: Staple Job is displayed only when a finisher is installed.

Staple Prime Src

Purpose:

To specify the source you want the printer to use when it primes the stapler. Prime Stapler is selected from the Job Menu. When a staple cartridge is replaced or a staple jam is cleared, the printer may need to prime the stapler by stapling a sheet of paper several times.

Values:

Tray <x> (Tray 1*)	Selects paper from the specified tray.
MP Feeder	Selects paper from the multipurpose feeder.
Manual Pap	Selects a sheet of paper inserted in the manual feed slot.

Note: Staple Prime Source is displayed only when a finisher is installed.

See also:

[Reset Active Bin](#)

Offset Pages

Purpose:

To offset the output of each print job or each copy of a print job, making it easier to separate the documents stacked in the output bin.

Values:

None*	Stacks all sheets directly on top of each other.
Between Copies	Offsets each copy of a print job.
Between Jobs	Offsets each print job.

Note: Offset Pages is displayed only when a finisher is installed.

Utilities Menu

Use the Utilities Menu to print a variety of listings relating to available printer resources, printer settings, and print jobs. Other menu items let you set up printer hardware and troubleshoot printer problems.

Using the printer menus

Select a menu item for more details:

Defragment Flash	Print Directory
Factory Defaults	Print Fonts
Format Disk	Print Menus
Format Flash	Print Net <x> Setup
Hex Trace	Remove Held Jobs
Job Acct Stat	

Note: Values marked by an asterisk (*) are the factory default settings.

Print Menus

Purpose:

To print a listing of the current user default values, the installed options, the amount of installed printer memory, and the status of printer supplies.

Print Net <x> Setup

Purpose:

To print information relating to the internal print server and the network settings defined by the Network <x> Setup menu item in the Network Menu.

See also:

[Network <x> Setup](#)

Print Fonts

Purpose:

To print a sample of all the fonts available for the selected printer language.

Values:

PCL Fonts	Prints a sample of all printer fonts available for PCL emulation.
PS Fonts	Prints a sample of all printer fonts available for PostScript emulation.

See also:

[Understanding fonts; Printing a font sample list](#)

Print Directory

Purpose:

To print a list of all the resources stored in flash memory or on the hard disk.

Note: Print Directory is available only when either a nondefective flash or disk is installed and formatted, and Job Buffer Size is not set to 100%.

Factory Defaults

Purpose:

To return your printer settings to the factory default values.

Values:

Restore	<ul style="list-style-type: none">• All menu items are returned to the factory default values except:<ul style="list-style-type: none">– Display Language.– All settings in the Parallel Menu, Serial Menu, Network Menu, and USB Menu.• All downloaded resources (fonts, macros, and symbol sets) in printer memory (RAM) are deleted. (Resources residing in flash memory or on the hard disk are unaffected.)
Do Not Restore	User-defined settings remain.

Remove Held Jobs

Purpose:

To remove confidential and held jobs from the printer hard disk.

Note: Remove Held Jobs is only available when confidential jobs or held jobs are stored on an installed hard disk.

Values:

All	Removes all confidential and held jobs stored on the hard disk.
Confidential	Removes confidential jobs stored on the hard disk.
Held	Removes held jobs stored on the hard disk.
Not Restored	Removes all confidential or held jobs that were not restored from the hard disk to printer memory.

Warning: Removed jobs are no longer available in the list of jobs when you select Held Jobs or Confidential Job from the Job Menu. They cannot be restored on the hard disk during the printer power-on cycle.

When jobs are removed, **Deleting Jobs** is displayed.

Format Flash

Purpose:

To format the flash memory.

Values:

- | | |
|------------|---|
| Yes | Deletes any data stored in flash memory and prepares the flash memory to receive new resources. |
| No | Cancels the request to format the flash memory and leaves current resources stored in flash memory. |

Warning: Do not turn off the printer while the flash is formatting.

Defragment Flash

Purpose:

To retrieve storage area lost when resources are deleted from flash memory.

Values:

- | | |
|------------|--|
| Yes | Printer transfers all resources stored in flash memory to printer memory and then reformats the flash memory option. When the format operation is complete, the resources are loaded back into flash memory. |
| No | Printer cancels the request to defragment the flash memory. |

Warning: Do not turn off the printer while the flash is defragmenting.

Format Disk

Purpose:

To format the printer hard disk.

Values:

- | | |
|------------|--|
| Yes | Deletes any data stored on the hard disk and prepares the device to receive new resources. |
| No | Cancels the request to format the hard disk and leaves current resources stored on the disk. |

Warning: Do not turn off the printer while the hard disk is formatting.

Job Acct Stat

Purpose:

To print a listing of all job statistics stored on the hard disk, or to clear all statistics on the disk.

Values:

Print	Prints all statistics available for the most recent print jobs.
Clear	Deletes all accumulated job statistics from the hard disk.

See also:

[Job Accounting](#)

Hex Trace

Purpose:

To help isolate the source of a print job problem. With Hex Trace selected, all data sent to the printer is printed in hexadecimal and character representation. Control codes are not executed.

To exit Hex Trace, turn the printer off or reset the printer from the Job Menu.

Job Menu

The Job Menu is only available when the printer is busy processing or printing a job, when a printer message is displayed, or when the printer is in Hex Trace mode. Press **Menu** to open the Job Menu.

Select a menu item for more details:

Abort Restore	Print Buffer
Cancel Job	Reset Active Bin
Cancel Fax	Reset Active Bin
Confidential Job	Reset Printer
Held Jobs	

Note: Values marked by an asterisk (*) are the factory default settings.

Confidential Job

Purpose:

To print confidential jobs stored in printer memory. (When the confidential job prints, it is automatically deleted from printer memory.)

Using the printer menus

First enter the Personal Identification Number (PIN) associated with your confidential job:

Enter PIN	Use the operator panel buttons to enter the PIN associated with your confidential job.
------------------	--

Then select a value:

Print All Jobs	Prints all jobs associated with your PIN.
Print A Job	Prints the specified confidential job. Press Menu to scroll through the list of confidential jobs associated with your PIN. Press Select to print a specific job.
Delete All Jobs	Deletes all jobs associated with your PIN.
Delete A Job	Deletes the specified confidential job. Press Menu to scroll through the list of confidential jobs associated with your PIN. Press Select to delete a specific job.
Copies	Determines the number of copies printed for each confidential job. Press Menu to scroll through the list of confidential jobs associated with your PIN. Press Select to specify the job you want to print. Press Menu to increase or decrease the number of copies, then press Select .

See also:

[Using the Print and Hold function; Confidential jobs; Entering a personal identification number \(PIN\); Printing a confidential job](#)

Held Jobs

Purpose:

To print Reserve Print, Repeat Print, or Verify Print jobs stored in printer memory.

Values:

Print All Jobs	Prints all held jobs.
Print A Job	Prints the specified held job. Press Menu to scroll through the list of held jobs. Press Select to print the specific job.
Delete All Jobs	Deletes all held jobs.
Delete A Job	Deletes the designated held job. Press Menu to scroll through the list of held jobs. Press Select to delete the job.
Copies	Determines the number of copies for each held job. Press Menu to scroll through the list of held jobs. Press Select to specify the job you want to print. Press Menu to increase or decrease the number of copies, then press Select .

See also:

[Using the Print and Hold function; Printing and deleting held jobs; Accessing held jobs from the operator panel](#)

Cancel Job

Purpose:

To cancel the current print job.

Note: Cancel Job is only displayed if the printer is processing a job or has a job in printer memory.

See also:

[Canceling a print job](#)

Reset Printer

Purpose:

To reset the printer to the user default value for each menu item, delete all downloaded resources (fonts, macros, and symbol sets) stored in printer memory (RAM), and delete all data in the interface link buffer.

Note: Before selecting Reset Printer, exit the software application you are using.

Print Buffer

Purpose:

To print any data stored in the print buffer.

Note: Print Buffer is only available when you enter the Job Menu while **waiting** is displayed. The Waiting state occurs if an incomplete job is sent to the printer or an ASCII job, such as a print screen command, is printing.

Reset Active Bin

Purpose:

To define the active bin as the start bin (the first bin to receive printed output) in a set of linked bins.

Prime Stapler

Purpose:

To prepare the stapler for proper functioning after a staple cartridge is replaced or a staple jam is cleared. **Priming Stapler** is displayed, and the stapler inserts several staples into a sheet of paper.

Note: Prime Stapler is only displayed if a finisher is installed.

See also:

[Staple Prime Src](#)

Cancel Fax

Purpose:

To cancel outgoing faxes before they are transmitted or to cancel incoming faxes before they finish printing.

Values:

- R** Cancels an incoming fax. When the fax number for the sending machine is displayed, press **Select** to cancel the incoming fax.
- D** Cancels an outgoing fax. When the fax number for the receiving machine is displayed, press **Select** to cancel the fax job. If the telephone number of the fax you want to cancel is not displayed, use the **Menu** button to scroll through the list. The printer can display up to five outgoing fax numbers in the outgoing fax queue. When more than five faxes are in the queue, the next fax job appears on the display as an outgoing fax is transmitted or canceled.

Abort Restore

Purpose:

To abort the restoration of held jobs on the hard disk.

Quality Menu

Use the Quality Menu to change printer settings affecting the quality of printed characters and images.

Select a menu item for more details:

[PictureGrade™](#)

[Print Resolution](#)

[Toner Darkness](#)

Note: Values marked by an asterisk (*) are the factory default settings.

Print Resolution

Purpose:

To define the number of dots printed per inch (dpi). The higher the value, the sharper the clarity of printed characters and graphics.

Values:

300 dpi	Offers a lower resolution printing option when memory is at a premium.
600 dpi*	Produces high quality output for print jobs that are mostly text.
1200 Image Q	Uses line screening for print jobs that contain bitmapped images, such as scanned photos.
1200 dpi	Produces highest quality output for jobs where print speed is not important and memory is abundant.

Toner Darkness

Purpose:

To lighten or darken text images, or conserve toner.

Values:

1	6
2	7
3	8*
4	9
5	10

Select a lower value for finer line width and lighter grayscale images. Select a higher value for bolder line widths or darker grayscale images. Select 10 for very bold text. Select a value less than 7 to conserve toner.

On the operator panel display, a vertical bar (|) indicates the factory default value. An arrow symbol (V) indicates a user default value.

PictureGrade

Purpose:

To improve the quality of grayscale printing at 300 and 600 dots per inch (dpi) in PostScript emulation.

Values:

On*	Uses modified screening parameters to improve print quality of graphics.
Off	Uses standard screening parameters.

Setup Menu

Use the Setup Menu to configure a variety of printer features.

Select a menu item for more details:

Alarm Control	Power Saver
Auto Continue	Print Timeout
Display Language	Printer Language
Download Target	Resource Save
Jam Recovery	Staple Alarm
Job Accounting	Toner Alarm
Page Protect	Wait Timeout

Note: Values marked by an asterisk (*) are the factory default settings.

Printer Language

Purpose:

To establish the default printer language used to communicate data from the computer to the printer.

Values:

PCL Emulation*	PCL emulation, compatible with Hewlett-Packard printers.
PS Emulation	PostScript emulation, compatible with Adobe PostScript language.

Note: Setting a printer language as the default does not prevent a software application from sending print jobs that use the other language.

Power Saver

Purpose:

To specify the amount of time (in minutes) the printer waits after a job is printed before it goes into a reduced power state.

Values:

Disabled	Disables Power Saver; the fuser remains warm and ready to print at all times.
1...240	Specifies the amount of time after a print job before the printer goes into Power Saver mode. (Your printer may not support the entire range of values.)

The factory default Power Saver setting depends on your printer model. Print the menu settings page to determine the current Power Saver setting. When the printer is in Power Saver mode, it is still ready to receive print jobs.

Select 1 to put the printer in Power Saver mode one minute after it finishes a print job. This uses much less energy, but requires more warm-up time for the printer. Select 1 if your printer shares an electrical circuit with room lighting and you notice lights flickering.

Select a high value if your printer is in constant use. Under most circumstances, this keeps the printer ready to print with minimum warm-up time. Select a value between 1 and 240 minutes if you want a balance between energy consumption and a shorter warm-up period.

If the Disabled value is not available from the Power Saver menu item, see [Disabling Power Saver](#) for more information.

Resource Save

Purpose:

To determine what the printer does with downloaded resources, such as fonts and macros stored in RAM, if the printer receives a job that requires more memory than is available.

Values:

- | | |
|-------------|---|
| Off* | Printer retains downloaded resources only until memory is needed. It then deletes those resources associated with the inactive printer language. |
| On | Printer retains all downloaded resources for all printer languages during language changes and printer resets. If the printer runs out of memory, 38 Memory Full is displayed. |

Download Target

Purpose:

To specify the storage location for downloaded resources.

Values:

- | | |
|--------------|--|
| RAM* | All downloaded resources are automatically stored in printer memory (RAM). |
| Flash | All downloaded resources are automatically stored in flash memory. |
| Disk | All downloaded resources are automatically stored on the hard disk. |

Storing downloaded resources in flash memory or on a hard disk is permanent storage rather than the temporary storage that RAM provides. The resources remain in the flash memory or on the hard disk even when the printer is turned off. Use MarkVision to download resources to the printer.

Print Timeout

Purpose:

To specify the amount of time (in seconds) the printer waits before printing the last page of a print job that does not end with a command to print the page. The print timeout counter does not start until **Waiting** is displayed.

Values:

Disabled	The printer does not print the last page of a print job until one of the following occurs: <ul style="list-style-type: none">• The printer receives enough information to fill the page.• The printer receives a Form Feed command.• You select Print Buffer from the Job Menu.
1...255 (90*)	The printer prints the last page after the specified time. (Your printer may not support the entire range of values.)

See also:

[Print Buffer](#)

Wait Timeout

Purpose:

To specify the amount of time (in seconds) the printer waits to receive additional bytes of data from the computer. When this timeout expires, the print job is canceled.

Values:

Disabled	Disables Wait Timeout.
15...65535 (40*)	Specifies the amount of time the printer waits for additional data before it cancels the job.

Note: Wait Timeout is only available when you use PostScript emulation. This menu item has no effect on PCL emulation print jobs.

Auto Continue

Purpose:

To define the amount of time (in seconds) the printer waits after displaying an operator intervention error message before it resumes printing.

Values:

Disabled*	Printer does not resume printing until someone clears the error message.
5...255	Printer waits the specified amount of time, and then automatically resumes printing. This timeout value also applies if the menus are displayed (and the printer is offline) for the specified period of time.

Jam Recovery

Purpose:

To establish whether the printer reprints jammed pages.

Values:

On	Printer reprints jammed pages.
Off	Printer does not reprint jammed pages.
Auto*	Printer reprints a jammed page unless the memory required to hold the page is needed for other printer tasks.

Page Protect

Purpose:

To successfully print a page that may otherwise generate **Complex Page** errors.

Values:

Off*	Prints a partial page of data if memory is insufficient to process the entire page.
On	Ensures that an entire page is processed before it prints.

If, after selecting On, you still cannot print the page, you may also have to reduce the size and number of fonts on the page, or increase the installed printer memory.

For most print jobs, you do not need to select On. When On is selected, printing may be slower.

Display Language

Purpose:

To determine the language of the text on the operator panel display.

Values:

English	Norsk	Russian
Français	Nederlands	Polski
Deutsch	Svenska	Hungarian
Italiano	Português	Turkish
Español	Suomi	Czech
Dansk	Japanese	

Note: All values may not be available.

Alarm Control

Purpose:

To establish whether the printer sounds an alarm when the printer requires operator intervention.

Values:

Off	Printer does not sound an alarm.
Single*	Printer sounds three quick beeps.
Continuous	Printer repeats three beeps every 10 seconds.

Toner Alarm

Purpose:

To specify how the printer responds when it is out of toner.

Values:

Off*	An error message is displayed until someone replaces the toner cartridge. If an Auto Continue value is selected from the Setup Menu, the printer resumes printing after the specified timeout value.
Single	Printer stops printing, displays an error message, and sounds three quick beeps.
Continuous	Printer stops printing, displays an error message, and repeats three beeps every 10 seconds until the toner cartridge is replaced.

See also:

[Auto Continue](#)

Staple Alarm

Purpose:

To specify how the printer responds when it is out of staples.

Values:

Off*	Load Staples is displayed until someone loads staples. If an Auto Continue value is selected from the Setup Menu, the printer resumes printing after the specified timeout value.
Single	Printer stops printing, displays Load Staples , and sounds three quick beeps.
Continuous	Printer stops printing, displays Load Staples , and repeats three beeps every 10 seconds until the staple cartridge is replaced.

See also:

[Auto Continue](#)

Job Accounting

Purpose:

To store statistical information about your most recent print jobs on the hard disk. The statistics include whether the job printed with or without errors, the print time, the job size (in bytes), the requested size and paper type, the total number of printed pages, and the number of copies requested.

Values:

- Off*** Printer does not store job statistics on disk.
- On** Printer stores job statistics for the most recent print jobs.

Note: Job Accounting is only displayed when a hard disk is installed, is neither defective nor Read/Write or Write protected, and Job Buffer Size is not set to 100%.

See also:

[Job Acct Stat](#)

PCL Emul Menu

Use the PCL Emul Menu to change printer settings that only affect jobs using the PCL emulation printer language.

Select a menu item for more details:

A4 Width	Orientation
Auto CR after LF	Pitch
Auto LF after CR	Point Size
Font Name	Symbol Set
Font Source	Tray Renumber
Lines per Page	

Note: Values marked by an asterisk (*) are the factory default settings.

Font Source

Purpose:

To determine the set of fonts displayed in the Font Name menu item.

Values:

Resident*	Displays all fonts resident in printer RAM when the printer ships from the factory.
Download	Displays all fonts downloaded to printer RAM.
Flash	Displays all fonts stored in flash memory.
Disk	Displays all fonts stored on the printer hard disk.
All	Displays all fonts available to the printer from all sources.

See also:

Font Name

Font Name

Purpose:

To choose a specific font from the specified font source.

Values:

R0 Courier 10*

The font name and font ID for all fonts in the selected font source are displayed. The font source abbreviation is R for resident, F for flash, K for disk, and D for download.

See also:

[Font Source](#)

Point Size

Purpose:

To change the point size for scalable typographic fonts.

Values:

1...1008 (in increments of 0.25 points)

12*

Point size refers to the height of the characters in the font. One point equals approximately 1/72 of an inch. You can select point sizes from 1 to 1008 in increments of 0.25 points.

Note: Point Size is only displayed for typographic fonts.

Pitch

Purpose:

To specify the font pitch for scalable monospaced fonts.

Values:

0.08...100 (in increments of 0.01 cpi)

10*

Pitch refers to the number of fixed-space characters in a horizontal inch of type. You can select a pitch from 0.08 to 100 characters per inch (cpi) in increments of 0.01 cpi. For nonscalable monospaced fonts, the pitch is displayed, but cannot be changed.

Note: Pitch is only displayed for fixed, or monospaced, fonts.

Symbol Set

Purpose:

To choose a symbol set for a specified font name.

Values:

10U PC-8* (country-specific factory default values)

12U PC-850* (country-specific factory default values)

A symbol set is a set of alphabetic and numeric characters, punctuation, and special symbols used when printing with a selected font. Symbol sets support the different requirements for languages or specific applications, such as math symbols for scientific text. Only the symbol sets supported for the selected font name are displayed.

See also:

Font Name

Orientation

Purpose:

To determine how text and graphics are oriented on the page.

Values:

Portrait*	Prints text and graphics parallel to the short edge of the paper.
Landscape	Prints text and graphics parallel to the long edge of the paper.

Lines per Page

Purpose:

To determine the number of lines that print on each page.

Values:

1...255
60* (country-specific factory default values)
64* (country-specific factory default values)

The printer sets the amount of space between each line (vertical line spacing) based on the Lines per Page, Paper Size, and Orientation menu items. Select the correct Paper Size and Orientation before changing Lines per Page.

See also:

Orientation; Paper Size

A4 Width

Purpose:

To select the width of the logical page for A4 size paper.

Values:

198 mm*	Makes the logical page compatible with the Hewlett-Packard LaserJet 5 Printer.
203 mm	Makes the logical page wide enough to print eighty 10-pitch characters.

Tray Renumber

Purpose:

To configure your printer to work with printer drivers or applications that use different source assignments for the paper trays.

First select a source:

Assign Tray <x>	Assign Env Feeder	Assign Man Env
Assign MP Feeder	Assign Man Paper	

Then select a value:

Off*	Printer uses factory default source assignments.
0...199	Select a numeric value to assign a custom value to a source.
None	Source ignores the Select Paper Feed command.

Other Tray Renumber selections:

View Factory Def	Press Menu to display the factory default value assigned to each source.
Restore Defaults	Select Yes to return all tray assignments to factory default values.

Auto CR after LF

Purpose:

To specify whether the printer automatically performs a carriage return after a line feed control command.

Values:

Off*	Printer does not perform a carriage return after a line feed control command.
On	Printer performs a carriage return after a line feed control command.

Auto LF after CR

Purpose:

To specify whether the printer automatically performs a line feed after a carriage return control command.

Values:

Off*	Printer does not perform a line feed after a carriage return control command.
On	Printer performs a line feed after a carriage return control command.

PostScript Menu

Use the PostScript Menu to change printer settings that only affect jobs using the PostScript emulation printer language.

Select a menu item for more details:

Font Priority

PDF Menu

Print PS Error

Note: Values marked by an asterisk (*) are the factory default settings.

Print PS Error

Purpose:

To print a page defining the PostScript emulation error when an error occurs.

Values:

Off*	Discards the print job without printing an error message.
On	Prints an error message before it discards the job.

Font Priority

Purpose:

To establish the font search order.

Values:

Resident*	Printer searches printer memory for the requested font before searching flash memory or hard disk.
Flash/Disk	Printer searches the hard disk and flash memory for the requested font before searching printer memory.

Note: Font Priority is only displayed when a formatted flash or hard disk is installed, is neither defective nor Read/Write or Write protected, and Job Buffer Size is not set to 100%.

PDF Menu

Use the PDF Menu within the PostScript Menu to change printer settings that only affect jobs using Portable Document Format (PDF) files.

Select a menu item for more details:

[Annotation](#)

[Orientation](#)

[Halftone](#)

[Scale to Fit](#)

Note: Values marked by an asterisk (*) are the factory default settings.

Scale to Fit

Purpose:

To specify whether the document should be scaled to fit on the available print media.

Values:

Yes	The document is scaled to fit on the available print media.
No*	The document is not scaled to fit on the available print media. Text or graphics outside the printable area is clipped.

Orientation

Purpose:

To specify the default orientation of the PDF.

Values:

Portrait*	Prints text and graphics parallel to the short edge of the paper for the PDF.
Landscape	Prints text and graphics parallel to the long edge of the paper for the PDF.

See also:

[Orientation](#)

Halftone

Purpose:

To specify whether to use the printer default halftone screen or the document screen.

Values:

Printer*	Use the printer default halftone screen.
Document	Use the document halftone screen.

Annotation

Purpose:

To specify whether to print the annotations within the PDF file. Annotation tools provide a variety of methods for marking up text and attaching notes and commentaries to PDF documents. If you select to print annotations, a new PDF file is created which lists all the annotation notes within the original PDF.

Values:

Do Not Print*	Do not print the annotations in the PDF file.
Print	Print the annotations in the PDF file.

Parallel Menu

Use the Parallel Menu to change printer settings affecting jobs sent to the printer through a parallel port (either Std Parallel or Parallel Opt <x>).

Select a menu item for more details:

Advanced Status	Parallel Mode 1
Honor Init	Parallel Mode 2
Job Buffering	PCL SmartSwitch
MAC Binary PS	PS SmartSwitch
NPA Mode	Protocol
Parallel Buffer	

Note: Values marked by an asterisk (*) are the factory default settings.

PCL SmartSwitch

Purpose:

To configure the printer so it automatically switches to PCL emulation when a print job received through the parallel port requires it, regardless of the default printer language.

Values:

On*	Printer examines data on the parallel interface and selects PCL emulation if the data indicates that is the required printer language.
Off	Printer does not examine the incoming data. The printer uses PostScript emulation to process the job if PS SmartSwitch is On, or uses the default printer language specified in the Setup Menu if PS SmartSwitch is Off.

See also:

Printer Language; PS SmartSwitch

PS SmartSwitch

Purpose:

To configure the printer so it automatically switches to PostScript emulation when a print job received through the parallel port requires it, regardless of the default printer language.

Values:

- | | |
|------------|---|
| On* | Printer examines data on the parallel interface and selects PostScript emulation if the data indicates that is the required printer language. |
| Off | Printer does not examine the incoming data. The printer uses PCL emulation to process the job if PCL SmartSwitch is On, or uses the default printer language specified in the Setup Menu if PCL SmartSwitch is Off. |

See also:

[PCL SmartSwitch](#); [Printer Language](#)

NPA Mode

Purpose:

To specify whether the printer performs the special processing required for bidirectional communication, following the conventions defined in the Network Printing Alliance (NPA) Protocol.

Values:

- | | |
|--------------|--|
| On | Printer performs NPA processing. If data is not in NPA format, it is rejected as bad data. |
| Off | Printer does not perform NPA processing. |
| Auto* | Printer examines data and determines the format and then processes it appropriately. |

Note: Changing this menu item automatically resets the printer.

Parallel Buffer

Purpose:

To configure the size of the parallel input buffer.

Values:

Disabled	Disables job buffering. Any jobs already buffered on the disk are printed before normal processing of incoming jobs resumes.
Auto*	Printer automatically calculates the Parallel Buffer size (recommended setting).
3K to maximum size allowed	User specifies the Parallel Buffer size. The maximum size depends on the amount of memory in your printer, the size of the other link buffers, and whether Resource Save is set to On or Off. To maximize the range for the Parallel Buffer size, disable or reduce the size of the serial and USB buffers.

Note: Changing the Parallel Buffer menu item automatically resets the printer.

See also:

[Resource Save](#)

Job Buffering

Purpose:

To temporarily store jobs on the printer hard disk before printing.

Values:

Off*	Does not buffer print jobs to the hard disk.
On	Buffers print jobs to the hard disk.
Auto	Buffers print jobs only if the printer is busy processing data from another input port.

Note: Changing the Job Buffering menu item automatically resets the printer.

Advanced Status

Purpose:

To enable bidirectional communication through the parallel port.

Values:

Off	Disables parallel port negotiation.
On*	Enables bidirectional communication through the parallel interface.

Protocol

Purpose:

To specify the parallel interface protocol.

Values:

Standard	May resolve some parallel interface problems.
Fastbytes*	Provides compatibility with most existing parallel interface implementations (recommended setting).

Honor Init

Purpose:

To determine whether the printer honors hardware initialization requests from the computer. The computer requests initialization by activating the INIT signal on the parallel interface. Many personal computers activate the INIT signal each time the computer is turned on and off.

Values:

Off*	Printer does not honor hardware initialization requests from the computer.
On	Printer honors hardware initialization requests from the computer.

Parallel Mode 1

Purpose:

To control the pull-up resistors on the parallel port signals. This menu item is useful for personal computers that have open collector outputs on the parallel port signals.

Values:

On	Disables the resistors.
Off*	Enables the resistors.

Parallel Mode 2

Purpose:

To determine whether the parallel port data is sampled on the leading or trailing edge of strobe.

Values:

On*	Samples parallel port data on the leading edge of strobe.
Off	Samples parallel port data on the trailing edge of strobe.

MAC Binary PS

Purpose:

To configure the printer to process Macintosh binary PostScript print jobs.

Values:

- | | |
|--------------|--|
| On | Printer processes raw binary PostScript print jobs from computers using the Macintosh operating system.
This setting often causes Windows print jobs to fail. |
| Off | Printer filters PostScript print jobs using standard protocol. |
| Auto* | Printer processes print jobs from computers using either Windows or Macintosh operating systems. |

Network Menu

Use the Network Menu to change printer settings affecting jobs sent to the printer through a network port (either Standard Network or Network Opt <x>).

Select a menu item for more details:

Job Buffering

PCL SmartSwitch

Network Buffer

PS SmartSwitch

Network <x> Setup

Std Net Setup

NPA Mode

Note: Values marked by an asterisk (*) are the factory default settings.

PCL SmartSwitch

Purpose:

To configure the printer so it automatically switches to PCL emulation when a print job received through the network port requires it, regardless of the default printer language.

Values:

- | | |
|------------|--|
| On* | Printer examines data on the network interface and selects PCL emulation if the data indicates that is the required printer language. |
| Off | Printer does not examine the incoming data. The printer uses PostScript emulation to process the job if PS SmartSwitch is On, or uses the default printer language specified in the Setup Menu if PS SmartSwitch is Off. |

See also:

PS SmartSwitch; Printer Language

PS SmartSwitch

Purpose:

To configure the printer so it automatically switches to PostScript emulation when a print job received through the network port requires it, regardless of the default printer language.

Values:

- | | |
|------------|---|
| On* | Printer examines data on the network interface connection and selects PostScript emulation if the data indicates that is the required printer language. |
| Off | Printer does not examine the incoming data. The printer uses PCL emulation to process the job if PCL SmartSwitch is On, or uses the default printer language specified in the Setup Menu if PCL SmartSwitch is Off. |

See also:

[PCL SmartSwitch](#); [Printer Language](#)

NPA Mode

Purpose:

To specify whether the printer performs the special processing required for bidirectional communication, following the conventions defined in the Network Printing Alliance (NPA) Protocol.

Values:

- | | |
|--------------|--|
| On | Printer performs NPA processing. If data is not in NPA format, it is rejected as bad data. |
| Off | Printer does not perform NPA processing. |
| Auto* | Printer examines the data to determine the format and then processes it appropriately. |

Note: Changing this menu item automatically resets the printer.

Network Buffer

Purpose:

To configure the size of the network input buffer.

Values:

Auto*	Printer automatically calculates the Network Buffer size (recommended setting).
3K to maximum size allowed	User specifies the Network Buffer size. The maximum size depends on the amount of memory in your printer, the size of the other link buffers, and whether Resource Save is set to On or Off. To maximize the range for the Network Buffer size, disable or reduce the size of the parallel, serial, and USB buffers.

Note: Changing the Network Buffer menu item automatically resets the printer.

See also:

[Resource Save](#)

Job Buffering

Purpose:

To temporarily store jobs on the printer hard disk before printing.

Values:

Off*	Does not buffer jobs to the hard disk.
On	Buffers print jobs to the hard disk.
Auto	Buffers print jobs only if the printer is busy processing data from another input port.

Note: Changing the Job Buffering menu item automatically resets the printer.

MAC Binary PS

Purpose:

To configure the printer to process Macintosh binary PostScript print jobs.

Values:

- | | |
|--------------|--|
| On | Printer processes raw binary PostScript print jobs from computers using the Macintosh operating system.
This setting often causes Windows print jobs to fail. |
| Off | Printer filters PostScript print jobs using standard protocol. |
| Auto* | Printer processes print jobs from computers using either Windows or Macintosh operating systems. |

Std Net Setup

Purpose:

To configure an internal print server.

Values:

Values for this menu item are supplied by the specific print server. Select the menu item to see the available values.

Note: Refer to the documentation on the drivers CD for more information.

Network <x> Setup

Purpose:

To configure an internal print server.

Values:

Values for this menu item are supplied by the specific print server. Select the menu item to see the available values.

Note: Refer to the documentation on the drivers CD for more information.

USB Menu

Use the USB Menu to change printer settings affecting a Universal Serial Bus (USB) port (USB Option <x>).

Select a menu item for more details:

Job Buffering

MAC Binary PS

NPA Mode

PCL SmartSwitch

PS SmartSwitch

USB Buffer

Note: Values marked by an asterisk (*) are the factory default settings.

PCL SmartSwitch

Purpose:

To configure the printer so it automatically switches to PCL emulation when a print job received through the USB port requires it, regardless of the default printer language.

Values:

- On*** Printer examines the data on the USB interface and selects PCL emulation if the data indicates that is the required printer language.
- Off** Printer does not examine the incoming data. The printer uses PostScript emulation to process the job if PS SmartSwitch is On, or uses the default printer language specified in the Setup Menu if PS SmartSwitch is Off.

See also:

[PS SmartSwitch](#); [Printer Language](#)

PS SmartSwitch

Purpose:

To configure the printer so it automatically switches to PostScript emulation when a print job received through the USB port requires it, regardless of the default printer language.

Values:

- On*** Printer examines data on the USB interface and selects PostScript emulation if the data indicates that is the required printer language.
- Off** Printer does not examine the incoming data. The printer uses PCL emulation to process the job if PCL SmartSwitch is On, or uses the default printer language specified in the Setup Menu if PCL SmartSwitch is Off.

See also:

[PCL SmartSwitch](#); [Printer Language](#)

NPA Mode

Purpose:

To specify whether the printer performs the special processing required for bidirectional communication, following the conventions defined in the Network Printing Alliance (NPA) Protocol.

Values:

On	Printer performs NPA processing. If data is not in NPA format, it is rejected as bad data.
Off	Printer does not perform NPA processing.
Auto*	Printer examines the data to determine the format and then processes it appropriately.

Note: Changing this menu item automatically resets the printer.

USB Buffer

Purpose:

To configure the size of the USB input buffer.

Values:

Disabled	Job buffering is disabled. Any jobs already buffered on the disk are printed before normal processing of incoming jobs resumes.
Auto*	Printer automatically calculates the USB Buffer size (recommended setting).
3K to maximum size allowed	User specifies the USB Buffer size. The maximum size depends on the amount of memory in your printer, the size of the other link buffers, and whether Resource Save is set to On or Off. To maximize the range for the USB Buffer size, disable or reduce the size of the parallel, serial, and network buffers.

Note: Changing the USB Buffer menu item automatically resets the printer.

See also:

[Resource Save](#)

Job Buffering

Purpose:

To temporarily store jobs on the printer hard disk before printing.

Values:

Off*	Does not buffer print jobs to the hard disk.
On	Buffers print jobs to the hard disk.
Auto	Buffers print jobs only if the printer is busy processing data from another input port.

Note: Changing the Job Buffering menu item automatically resets the printer.

MAC Binary PS

Purpose:

To configure the printer to process Macintosh binary PostScript print jobs.

Values:

- | | |
|--------------|--|
| On | Printer processes raw binary PostScript print jobs from computers using the Macintosh operating system.
This setting often causes Windows print jobs to fail. |
| Off | Printer filters PostScript print jobs using standard protocol. |
| Auto* | Printer processes print jobs from computers using either Windows or Macintosh operating systems. |

Serial Menu

Use the Serial Menu to change printer settings affecting jobs sent to the printer through a serial port (Serial Opt <x>).

Select a menu item for more details:

Baud	PCL SmartSwitch
Data Bits	PS SmartSwitch
Honor DSR	Robust XON
Job Buffering	Serial Buffer
NPA Mode	Serial Protocol
Parity	

Note: Values marked by an asterisk (*) are the factory default settings.

PCL SmartSwitch

Purpose:

To configure the printer so it automatically switches to PCL emulation when a print job received through the serial port requires it, regardless of the default printer language.

Values:

- On*** Printer examines data on the serial interface and selects PCL emulation if the data indicates that is the required printer language.
- Off** Printer does not examine the incoming data. The printer uses PostScript emulation to process the job if PS SmartSwitch is On, or uses the default printer language specified in the Setup Menu if PS SmartSwitch is Off.

See also:

PS SmartSwitch; Printer Language

PS SmartSwitch

Purpose:

To configure the printer so it automatically switches to PostScript emulation when a print job received through the serial port requires it, regardless of the default printer language.

Values:

- On*** Printer examines data on the serial interface and selects PostScript emulation if the data indicates that is the required printer language.
- Off** Printer does not examine the incoming data. The printer uses PCL emulation to process the job if PCL SmartSwitch is On, or uses the default printer language specified in the Setup Menu if PCL SmartSwitch is Off.

See also:

PCL SmartSwitch; Printer Language

NPA Mode

Purpose:

To specify whether the printer performs the special processing required for bidirectional communication, following the conventions defined in the Network Printing Alliance (NPA) Protocol.

Values:

- On** Printer performs NPA processing. If data is not in NPA format, it is rejected as bad data.
- Off** Printer does not perform NPA processing.
- Auto*** Printer examines the data to determine the format and then processes it appropriately.

Note: Changing this menu item automatically resets the printer.

Serial Buffer

Purpose:

To configure the size of the serial input buffer.

Values:

Disabled	Disables job buffering. Any jobs already buffered on the disk are printed before normal processing of incoming jobs resumes.
Auto*	Printer automatically calculates the Serial Buffer size (recommended setting).
3K to maximum size allowed	User specifies the Serial Buffer size. The maximum size depends on the amount of memory in your printer, the size of the other link buffers, and whether Resource Save is set to On or Off. To maximize the range for the Serial Buffer size, disable or reduce the size of the parallel and USB buffers.

Note: Changing the Serial Buffer menu item automatically resets the printer.

See also:

[Resource Save](#)

Job Buffering

Purpose:

To temporarily store jobs on the printer hard disk before printing.

Values:

Off*	Does not buffer print jobs to the hard disk.
On	Buffers print jobs to the hard disk.
Auto	Buffers print jobs only if the printer is busy processing data from another input port.

Note: Changing the Job Buffering menu item automatically resets the printer.

Serial Protocol

Purpose:

To select the hardware and software handshaking values for the serial interface.

Values:

DTR*	Hardware handshaking.
DTR/DSR	Hardware handshaking.
XON/XOFF	Software handshaking.
XON/XOFF/DTR	Combined hardware and software handshaking.
XONXOFF/DTRDSR	Combined hardware and software handshaking.

Robust XON

Purpose:

To determine whether the printer communicates availability to the computer.

Values:

Off*	Printer waits to receive data from the computer.
On	Printer sends a continuous stream of XONs to the host computer to indicate that the serial port is ready to receive more data.

This menu item only applies to the serial port if Serial Protocol is set to XON/XOFF.

Baud

Purpose:

To specify the rate at which data can be received through the serial port.

Values:

1200	57600
2400	115200
4800	138200
9600*	172800
19200	230400
38400	345600

Data Bits

Purpose:

To specify the number of data bits that are sent in each transmission frame.

Values:

7
8*

Parity**Purpose:**

To select the parity for serial input and output data frames.

Values:

Even
Odd
None*
Ignore

Honor DSR**Purpose:**

To determine whether the printer uses the Data Set Ready (DSR) signal. DSR is one of the handshaking signals for most serial interface cables.

Values:

Off* All data received by the serial port is treated as valid data.
On Only data received while the DSR signal is high is treated as valid.

The serial interface uses DSR to distinguish data sent by the computer from data created by electrical noise in the serial cable. This electrical noise can cause stray characters to print. Select On to prevent stray characters from printing.

Note: Honor DSR can be used by ports configured for RS-232.

Help Menu

Use the Help Menu to find additional information available about your printer.

Quick Reference**Purpose:**

Provides a quick glance at major topics about the printer and gives easy instructions. *Quick Reference* pages are stored inside the printer. They provide information about loading print media,

diagnosing and solving print problems, and clearing jams. We strongly recommend that you print the *Quick Reference* pages and store them near the printer.

To print the *Quick Reference*:

- 1** Make sure the printer is on and the **Ready** message appears.
- 2** Press and release **Menu** until you see Help Menu, and then press **Select**. Quick Reference is on the second line of the display.
- 3** Press **Select**.

The *Quick Reference* pages print.

Understanding the printer messages

The printer operator panel displays messages describing the current state of the printer and indicates possible printer problems you must resolve. This topic provides a list of all printer messages, explains what they mean, and tells you how to clear the messages.



Message	What this message means	What you can do
Activating Menu Changes	The printer is activating changes made to the printer settings.	Wait for the message to clear. See also: Disabling operator panel menus
Bin <x> Full	The specified bin is full or a linked set of bins is full.	Remove the stack of paper from the bins to clear the message. If you assigned the bin a name, the bin name is displayed instead of the bin number.
Busy	The printer is busy receiving, processing, or printing data.	<ul style="list-style-type: none">• Wait for the message to clear.• Press Menu to open the Job Menu and cancel the current job.
Canceling Fax	The printer is processing a request to cancel a fax job.	Wait for the message to clear.
Canceling Job	The printer is processing a request to cancel the current print job.	Wait for the message to clear. See also: Canceling a print job
Change Tray <x>	The printer is requesting different paper than what is loaded in the specified tray or defined by the Paper Size or Paper Type settings for that tray. x indicates the number of the tray or MP Feeder or Env Feeder.	Change the paper type in the specified source. See also: Loading print media in standard and optional trays; Setup Guide

Understanding the printer messages

Message	What this message means	What you can do
Change Cartridge Invalid Refill	The printer has detected an unsupported refilled cartridge.	Remove the indicated print cartridge and install a new one. See also: Replacing the print cartridge
Check <device> Connection	The specified device is either not fully connected to the printer or is experiencing a hardware failure. <device> means: <ul style="list-style-type: none"> • Tray x with x being trays 2 – 5 • Duplex 	<ul style="list-style-type: none"> • Reestablish communication by removing the specified device and reattaching it to the printer. • Press Go to clear the message and continue printing. • In the case of a hardware failure, turn the printer off and back on. If the error recurs, turn the printer off, remove the specified device, and call for service.
Clearing Job Accounting Stat	The printer is deleting all job statistics stored on the hard disk.	Wait for the message to clear.
Close Door or Insert Cartridge	The upper front door is open or the toner cartridge is not installed.	<ul style="list-style-type: none"> • Close the upper front door. • Install the print cartridge.
Close Finisher Door	The finisher side door is open.	Close the finisher side door to clear the message.
Close Finisher Top Cover	The finisher top cover is open.	Close the finisher top cover to clear the message.
Copying	The printer is processing a copy job originating from a scanner.	Wait for the message to clear.
Defragmenting DO NOT TURN POWER OFF	The printer is defragmenting the flash memory to reclaim storage space occupied by deleted resources.	Wait for the message to clear. Warning: Do not turn the printer off while this message is displayed.
Delete All Jobs Go/Stop?	The printer is requesting confirmation to delete all held jobs.	<ul style="list-style-type: none"> • Press Go to continue. The printer deletes all held jobs. • Press Stop to cancel the operation.
Deleting Jobs	The printer is deleting one or more held jobs.	Wait for the message to clear.
Disabling Menus	The printer is responding to a request to disable the menus.	Wait for the message to clear. Note: While the menus are disabled, you cannot change the printer settings from the operator panel. See also: Disabling operator panel menus

Understanding the printer messages

Message	What this message means	What you can do
Disk Corrupted. Reformat?	The printer has attempted a disk recovery process and cannot repair the disk.	<ul style="list-style-type: none"> Press Go to reformat the disk and delete all files currently stored on the disk. Press Stop to clear the message without reformatting the disk. The printer may display Disk Recovery and attempt to recover the disk. <p>See also: Disk Recovery x/5 yyy%</p>
Disk Recovery x/5 yyy%	The printer is attempting to recover the hard disk. Disk recovery takes place in five phases; the second line on the operator panel display shows the percent complete of the current phase.	<p>Wait for the message to clear.</p> <p>Do not turn the printer off while this message is displayed.</p>
Enabling Menus	The printer is responding to a request to make the menus available to all users.	<p>Wait for the message to clear, then press Menu to view the menus from the operator panel.</p> <p>See also: Enabling menus</p>
Enter PIN: =___	The printer is waiting for you to enter your four-digit personal identification number (PIN).	<p>Use the operator panel buttons to enter the PIN you identified in the driver when you sent the confidential job to the printer.</p> <p>See also: Entering a personal identification number (PIN)</p>
Fax <x>	The printer is processing an incoming fax.	Wait for the message to clear.
Flushing Buffer	The printer is flushing corrupted print data and discarding the current print job.	Wait for the message to clear.
Formatting Disk DO NOT POWER OFF	The printer is formatting the hard disk. When formatting takes longer than usual, the second line of the display shows the percent complete.	<p>Wait for the message to clear.</p> <p>Warning: Do not turn the printer off while this message is displayed.</p>
Formatting Disk yyy%		
Formatting Flash DO NOT POWER OFF	The printer is formatting the flash memory.	<p>Wait for the message to clear.</p> <p>Warning: Do not turn the printer off while this message is displayed.</p>

Understanding the printer messages

Message	What this message means	What you can do
Held Jobs may be lost	The printer memory is too full to continue processing print jobs.	<ul style="list-style-type: none"> Press Go to clear the message and continue printing. The printer frees memory by deleting the oldest held job and continues deleting held jobs until there is enough printer memory to process the job. Press Stop to clear the message without deleting any held jobs. The current job may not print correctly. Press Menu to open the Job Menu and cancel the current job. To avoid this error in the future: <ul style="list-style-type: none"> Delete fonts, macros, and other data stored in printer memory. Install more printer memory. <p>The messages 37 Insufficient Memory and Held Jobs may be lost alternate on the display.</p> <p>See also: Using the Print and Hold function; 37 Insufficient Memory</p>
Held Jobs May Not Be Restored	The printer memory cannot restore Print and Hold jobs from the printer hard disk.	<p>Press Go to clear the message. Some of the Print and Hold jobs stored on the disk will not be restored.</p> <p>See also: 37 Insufficient Memory</p>
Insert Staple Cartridge	The staple cartridge in the finisher is missing or is installed incorrectly.	<ul style="list-style-type: none"> Correctly install the staple cartridge to clear the message. Press Go to ignore the message and continue printing without stapling.
Insert Tray <x>	The specified tray is either missing or not fully inserted into the printer.	<p>Insert the specified tray completely into the printer.</p> <p>See also: Loading print media in standard and optional trays</p>
Install <device> or Cancel Job	<p>The printer is requesting that a specified device be installed so it can print a job.</p> <p><device> is one of the following:</p> <ul style="list-style-type: none"> Bin x Tray x Duplex Env Feeder 	<ul style="list-style-type: none"> Turn the printer off, install the specified device, and restart the printer. Press Menu to open the Job Menu and cancel the current job.

Understanding the printer messages

Message	What this message means	What you can do
Invalid Network <x> Code	The code in an internal print server is not valid. The printer cannot receive and process jobs until valid code is programmed into the internal print server.	Download valid code to the printer internal print server. Note: You can download network code while this message is displayed.
Invalid Standard Network Code		
Load Manual	A request for a manual feed job has been sent to the printer. The printer is ready for insertion of a single sheet into the manual feed slot.	<ul style="list-style-type: none"> • Load a sheet of the paper specified in the second line of the display in the manual feed tray or multipurpose feeder. • Press Select or Go to ignore the manual feed request and print on paper already installed in one of the input sources. If the printer finds a tray that has paper of the correct type and size, it feeds paper from that tray. If the printer cannot find a tray with the correct paper type and size, it prints on whatever paper is installed in the default input source. • Press Menu to open the Job Menu and cancel the current job. <p>See also: Using and loading the multipurpose feeder</p>
Load Staples	The printer is trying to staple a print job, but the stapler is empty.	<ul style="list-style-type: none"> • Install a new staple cartridge in the stapler. • Press Go to clear the message and continue printing without stapling. • Press Menu to open the Job Menu and cancel the current job.
Load Tray <x>	<p>The printer is trying to feed paper from a source it detects is empty.</p> <p>x is one of the following sources:</p> <ul style="list-style-type: none"> • Tray 1 – Tray 5 • MP Feeder • Env Feeder 	<ul style="list-style-type: none"> • Load paper of the size and type requested in the second line of the display in the specified tray. The printer automatically clears the message and continues printing the job. • Press Menu to open the Job Menu and cancel the current job. <p>See also: Loading print media in standard and optional trays</p>
Maintenance	The printer requires replacement of routine maintenance items to maintain top performance and to avoid print quality and paper feed problems.	<p>Replace the maintenance items and reset the printer maintenance counter (if necessary).</p> <p>See also: Maintenance kit; Resetting the maintenance counter</p>

Understanding the printer messages

Message	What this message means	What you can do
Menus Disabled	The printer menus are disabled. You cannot change the printer settings from the operator panel.	You can still open the Job Menu to cancel a job that is printing or to select a confidential job or a held job that you want to print. If you need access to the printer menus, contact your network administrator. See also: Disabling operator panel menus
Network Card Busy	An internal print server (also called an internal network adapter or INA) is being reset.	Wait for the message to clear.
Network <x>	A network interface is the active communication link.	
Network <x>, <y>	A network interface is the active communication link, where <x> represents the active communication link and <y> represents the channel.	
No Jobs Found. Retry?	The four-digit personal identification number (PIN) you entered is not associated with any confidential print job.	<ul style="list-style-type: none"> Press Go to enter another PIN. Press Stop to clear the PIN entry prompt. See also: Printing a confidential job
Not Ready	The printer is not ready to receive or process data. Someone pressed Stop to take the printer offline.	Press Go to make the printer ready to receive jobs.
Overflow Bin Full	The mailbox's designated overflow bin is full.	Remove the stack of paper from the bin to clear the message.
Parallel <x>	A parallel interface is the active communication link.	
Performing Self Test	The printer is running the series of start-up tests it performs after it is turned on.	Wait for the message to clear.
Power Saver	The printer is ready to receive and process data. It is reducing its electricity consumption while idle. If the printer remains inactive for the period of time specified in the Power Saver menu item (20 minutes is the factory default), the Power Saver message replaces the Ready message on the display.	<ul style="list-style-type: none"> Send a job to print. Press Go to quickly warm the printer to normal operating temperature and display the Ready message.

Understanding the printer messages

Message	What this message means	What you can do
Priming Failed, Retry. Go/Stop?	The printer failed to prepare the stapler to staple print jobs.	<ul style="list-style-type: none"> Press Go to try priming the stapler again. Make sure staples are loaded and there is no jam in the stapler. Make sure paper is loaded in the tray specified in the Staple Prime Source menu item. Press Return or Stop to cancel priming.
Priming Stapler	The printer is preparing the stapler to staple print jobs. After the printer feeds a sheet of paper from the tray specified in the Staple Prime Source menu item, the stapler attempts to staple the page until it is successful.	Wait for the message to clear.
Print Jobs on Disk Go/Stop?	Jobs that were spooled to the hard disk before the printer was last turned off have not yet printed.	<ul style="list-style-type: none"> Press Go to print the jobs. Press Return or Stop to delete the jobs from the hard disk without printing them.
Printing Directory List	The printer is processing or printing a directory of all files stored in flash memory or on a hard disk.	Wait for the message to clear. See also: Printing a directory list
Printing Font List	The printer is processing or printing a list of all available fonts for the specified printer language.	Wait for the message to clear. See also: Print Fonts
Printing Job Accounting Stat	The printer is processing or printing all job accounting statistics stored on the hard disk.	Wait for the message to clear. See also: Job Acct Stat
Printing Menu Settings	The printer is processing or printing the menu settings page.	Wait for the message to clear. See also: Print Menus ; Printing the menu settings page
Prog System Code DO NOT POWER OFF	The printer is programming new system code.	Wait for the message to clear and the printer to reset. Warning: Do not turn the printer off while this message is displayed.
Program Flash DO NOT POWER OFF	The printer is storing resources, such as fonts or macros, in flash memory.	Wait for the message to clear. Warning: Do not turn the printer off while this message is displayed.
Programming Disk DO NOT POWER OFF	The printer is storing resources, such as fonts or macros, on the hard disk.	Wait for the message to clear. Warning: Do not turn the printer off while this message is displayed.
Queuing and Deleting Jobs	The printer is deleting one or more held jobs and sending one or more jobs to print.	Wait for the message to clear. See also: Using the Print and Hold function

Understanding the printer messages

Message	What this message means	What you can do
Queuing Jobs	The printer is sending one or more held jobs to print.	Wait for the message to clear. See also: Using the Print and Hold function
Ready	The printer is ready to receive and process print jobs.	Send a job to print.
Ready Hex	The printer is in Hex Trace mode and is ready to receive and process print jobs.	<ul style="list-style-type: none"> Send a job to print. All data sent to the printer is printed in hexadecimal and character representation. Control strings are printed, not executed. Turn the printer off and then on to exit Hex Trace mode and return to Ready status.
Reattach <device>	<p>The specified device is either not fully connected to the printer or is experiencing a hardware failure.</p> <p><device> is one of the following:</p> <ul style="list-style-type: none"> Output bin x, where x is 1–3 Bins x - y, where x is 1–5, 2–6, 6–10 Env Feeder 	<ul style="list-style-type: none"> Reestablish communication by removing the specified device and reattaching it to the printer. Press Go to clear the message and continue printing without using the device. In the case of a hardware failure, turn the printer off and back on. If the error recurs, turn the printer off, remove the specified device, and call for service. <p>See also: Contacting service</p>
Remove Paper <specified bin>	<p>The specified output bin, or bins, is full. The message would read as one of the following:</p> <ul style="list-style-type: none"> Remove Paper Standard Bin Remove Paper Output Bin x, where x is the bin number Remove Paper All Output Bins 	Remove the stack of paper from the specified bin(s) to clear the message.
Res Reduced	The printer is reducing the resolution of a page in the current job from 600 dots per inch (dpi) to 300 dpi to prevent a 38 Memory Full error. Res Reduced remains on the display while the job prints.	Press Menu to open the Job Menu and cancel the current job.
Resetting Active Bin	The printer is resetting to the active bin in a linked set of bins.	Wait for the message to clear.
Resetting Maint Cnt Value	The printer is resetting the counter that tracks wear on the fuser.	Wait for the message to clear.
Resetting the Printer	The printer is resetting to the current default settings. Any active print jobs are canceled.	Wait for the message to clear. See also: Using the operator panel to change printer settings

Understanding the printer messages

Message	What this message means	What you can do
Restore Held Jobs. Go/ Stop?	Someone reset the printer or turned it on, and the printer detects Print and Hold jobs stored on the hard disk.	<ul style="list-style-type: none"> Press Go. All Print and Hold jobs on the hard disk are restored to printer memory. Press Return or Stop. No Print and Hold jobs are restored to printer memory. The printer returns to the Ready state. <p>See also: Using the Print and Hold function</p>
Restoring Factory Defaults	<p>The printer is restoring the factory default printer settings. When factory default settings are restored:</p> <ul style="list-style-type: none"> All downloaded resources (fonts, macros, symbol sets) in the printer memory are deleted. All menu settings return to the factory default setting <i>except</i>: <ul style="list-style-type: none"> The Display Language setting in the Setup Menu. All settings in the Parallel Menu, Serial Menu, Network Menu, USB Menu, and Fax Menu. 	<p>Wait for the message to clear.</p> <p>See also: Restoring factory default settings</p>
Restoring Held Job xxx/yyy	<p>The printer is restoring held jobs from the hard disk.</p> <p>Note: xxx represents the number of the job being restored. yyy represents the total number of jobs to be restored.</p>	<ul style="list-style-type: none"> Wait for the message to clear. Select the Abort Restore menu item in the Job Menu. <p>See also: Accessing held jobs from the operator panel; Abort Restore</p>
Restoring Held Jobs	The printer is restoring held jobs from the hard disk.	<p>Wait for the message to clear.</p> <p>See also: Accessing held jobs from the operator panel; Abort Restore</p>
Serial <x>	A serial interface is the active communication link.	
Staples Empty	The stapler is out of staples, or the stapler is not installed.	If necessary, install a new staple cartridge. Reinsert the stapler into the finisher.
Staples Low	The stapler has only a few staples remaining.	<ul style="list-style-type: none"> Press Go to continue printing. Install a new staple cartridge to clear the message.
Std Bin Full	The standard bin is full.	Remove the stack of paper in the bin to clear the message.

Understanding the printer messages

Message	What this message means	What you can do
Toner Low	The print cartridge is low on toner.	<ul style="list-style-type: none"> Shake the print cartridge to utilize the remaining toner. Replace the print cartridge. Press Go to clear the message and continue printing. <p>Note: If you do not replace the print cartridge, you may experience print quality problems.</p>
Tray <x> Empty	The specified tray is out of paper.	<p>Load paper in the tray to clear the message.</p> <p>See also: Loading print media in standard and optional trays</p>
Tray <x> Low	The specified tray is low on paper.	<p>Add paper to the tray to clear the message.</p> <p>See also: Loading print media in standard and optional trays</p>
Tray <x> Missing	The specified tray is either missing or not fully inserted into the printer.	<p>Insert the tray completely into the printer.</p> <p>See also: Loading print media in standard and optional trays</p>
USB <x>	The printer is processing data through the specified USB port.	
Waiting	The printer has received a page of data to print but is waiting for an End of Job command, a Form Feed command, or additional data.	<ul style="list-style-type: none"> Press Go to print the contents of the buffer. Press Menu to open the Job Menu and cancel the current job. <p>See also: Canceling a print job</p>
1565 Emul Error Load Emul Option	<p>The download emulator version on the firmware card does not match the printer code version.</p> <p>This error can occur if you update printer firmware or move a firmware card from one printer to another.</p>	<p>The printer automatically clears the message in 30 seconds, and then disables the download emulator on the firmware card.</p> <p>Contact the place you bought your printer.</p>
2<xx> Paper Jam	The printer detects a jam.	<p>Clear the paper path.</p> <p>See also: Clearing jams</p>
23x Duplex Jam	The printer detects a jam in the optional duplex unit.	<p>Clear the paper path.</p> <p>See also: Clearing jams</p>
283 Staple Jam Check Stapler	A staple jam occurred when the stapler was primed.	<p>Press Go to start priming and return to printing.</p>
32 Unsupported Print Cartridge	An unsupported print cartridge is installed.	<p>Remove the print cartridge and install a new one.</p> <p>See also: Replacing the print cartridge</p>

Understanding the printer messages

Message	What this message means	What you can do
34 Short Paper	The printer has determined that the length of the paper in the source specified on the second line of the display is too short to print the formatted data. For auto-size sensing trays, this error occurs if the guides are not in the correct position.	<ul style="list-style-type: none"> Press Go to clear the message and continue printing. The printer does not automatically reprint the page that prompted the message. Make sure the Paper Size setting in the Paper Menu is correct for the size paper you are using. If MP Feeder Size is set to Universal, make sure your paper is large enough for the formatted data. Press Menu to open the Job Menu and cancel the current job. <p>See also: Print media guidelines</p>
35 Res Save Off Deficient Memory	The printer lacks the memory needed to enable Resource Save. This message usually indicates too much memory is allocated for one or more of the printer link buffers.	<ul style="list-style-type: none"> Press Go to disable Resource Save and continue printing. To enable Resource Save after you get this message: <ul style="list-style-type: none"> Make sure the link buffers are set to Auto, and exit the menus to activate the link buffer changes. When Ready is displayed, enable Resource Save from the Setup Menu. Install additional memory.
37 Insufficient Collation Area	The printer memory (or hard disk, if installed) does not have the free space necessary to collate the print job.	<ul style="list-style-type: none"> Press Go to print the portion of the job already stored and begin collating the rest of the job. Press Menu to open the Job Menu and cancel the current job. <p>See also: Canceling a print job</p>
37 Insufficient Defrag Memory	The printer cannot defragment flash memory, because the printer memory used to store undeleted flash resources is full.	<ul style="list-style-type: none"> Delete fonts, macros, and other data in printer memory. Install additional printer memory.

Understanding the printer messages

Message	What this message means	What you can do
37 Insufficient Memory	The printer memory is full and cannot continue processing current print jobs.	<ul style="list-style-type: none"> • Press Go to clear the message and continue the current print job. The printer frees memory by deleting the oldest held job and continues deleting held jobs until there is enough printer memory to process the job. • Press Stop to clear the message without deleting any held jobs. The current job may not print correctly. • Press Menu to open the Job Menu and cancel the current job. • To avoid this error in the future: <ul style="list-style-type: none"> – Delete fonts, macros, and other data in printer memory. – Install additional printer memory. <p>Note: The messages 37 Insufficient Memory and Held Jobs may be lost alternate on the display.</p> <p>See also: Accessing held jobs from the operator panel; Held Jobs may be lost; Held Jobs May Not Be Restored</p>
38 Memory Full	The printer is processing data, but the memory used to store pages is full.	<ul style="list-style-type: none"> • Press Go to clear the message and continue printing the job. The job may not print correctly. • Press Menu to open the Job Menu and cancel the current job. • To avoid this error in the future: <ul style="list-style-type: none"> – Simplify the print job by reducing the amount of text or graphics on a page and deleting unnecessary downloaded fonts or macros. – Install additional printer memory. <p>See also: Canceling a print job</p>

Understanding the printer messages

Message	What this message means	What you can do
39 Complex Page	The page may not print correctly because the print information on the page is too complex.	<ul style="list-style-type: none"> Press Go to clear the message and continue printing the job. The job may not print correctly. Press Menu to open the Job Menu and cancel the current job. To avoid this error in the future: <ul style="list-style-type: none"> Reduce the complexity of the page by reducing the amount of text or graphics on the page and deleting unnecessary downloaded fonts or macros. Set Page Protect to On in the Setup Menu. Install additional printer memory. <p>See also: Setup Menu</p>
4<x> Unsupported Firmware Card	The printer detects an unsupported version of firmware on the installed firmware card during the power-on cycle.	<ul style="list-style-type: none"> Turn the printer off, and then press and hold Go while turning it on. The printer reads the code on the system card and bypasses the code on the firmware card. Remove the firmware card. <p>See also: Setup Guide</p>
51 Defective Flash	The printer detects defective flash memory.	Press Go to clear the message and continue printing. You must install different flash memory before you can download any resources to flash.
52 Flash Full	There is not enough free space in the flash memory to store the data you are trying to download.	<ul style="list-style-type: none"> Press Go to clear the message and continue printing. Downloaded fonts and macros not previously stored in flash memory are deleted. Delete fonts, macros, and other data stored on the flash memory. Install flash memory with more storage capacity.
53 Unformatted Flash	The printer detects unformatted flash memory.	<ul style="list-style-type: none"> Press Go to clear the message and continue printing. You must format the flash memory before you can store any resources on it. If the error message remains, the flash memory may be defective and require replacing.

Understanding the printer messages

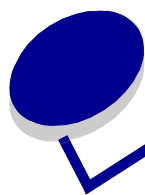
Message	What this message means	What you can do
54 Serial Option <x> Error	The printer has detected a serial interface error on a serial port.	<ul style="list-style-type: none"> • Make sure the serial link is set up correctly and you are using the appropriate cable. • Press Go to clear the message and continue printing. The job may not print correctly. • Press Menu to open the Job Menu and reset the printer.
54 Network <x> Software Error	The printer cannot establish communications with an installed network port.	<ul style="list-style-type: none"> • Press Go to clear the message and continue printing. The job may not print correctly. • Program new firmware for the network interface by way of the parallel port. • Press Menu to open the Job Menu and reset the printer.
54 Std Network Software Error		
55 Unsupported Flash in Slot X	The printer detects an unsupported flash memory card in one of the connectors.	Turn the printer off. Remove the unsupported option card.
55 Unsupported Option in Slot X	The printer detects an unsupported option card in one of the connectors.	Turn the printer off. Remove the unsupported option card.
56 Serial Port <x> Disabled	Data has been sent to the printer through a serial port, but the serial port is disabled.	<ul style="list-style-type: none"> • Press Go to clear the message. The printer discards any data received through the serial port. • Make sure the Serial Buffer menu item in the Serial Menu is not set to Disabled. <p>See also: Serial Buffer</p>
56 Parallel Port <x> Disabled	Data has been sent to the printer through a parallel port, but the parallel port is disabled.	<ul style="list-style-type: none"> • Press Go to clear the message. The printer discards any data received through the parallel port. • Make sure the Parallel Buffer menu item in the Parallel Menu is not set to Disabled. <p>See also: Parallel Buffer</p>
56 Std Parallel Port Disabled		
56 USB Port <x> Disabled	Data has been sent to the printer through a USB port, but the USB port is disabled.	<ul style="list-style-type: none"> • Press Go to clear the message. The printer discards any data received through the USB port. • Make sure the USB Buffer menu item in the USB Menu is not set to Disabled. <p>See also: USB Buffer</p>
56 Standard USB Port Disabled		
57 Configuration Change	The printer could not restore jobs from the disk because the configuration of the printer changed.	Press Go to clear the message.

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Message	What this message means	What you can do
58 Too Many Bins Attached	Too many optional output bins are installed on the printer.	Turn off and unplug the printer. Remove the additional output bins. Plug in the printer and turn it on. See also: <i>Setup Guide</i>
58 Too Many Disks Installed	Too many hard disks are installed on the printer. The printer only supports one hard disk at a time.	Turn off and unplug the printer. Remove the excess hard disks from the printer. Plug in the printer and turn it on. See also: Removing optional printer memory and other option cards; Removing an optional flash memory card or optional firmware card
58 Too Many Flash Options	Too many flash memory options are installed on the printer.	Turn off and unplug the printer. Remove the excess flash memory. Plug in the printer and turn it on. See also: Removing an optional flash memory card or optional firmware card
58 Too Many Trays Attached	Too many drawers with matching trays are installed on the printer.	Turn off and unplug the printer. Remove the additional drawers. Plug in the printer and turn it on. See also: <i>Setup Guide</i>
59 Incompatible <device>	You have installed an incompatible device. <device> is one of the following: <ul style="list-style-type: none"> • Output Bin x • Env Feeder • Tray x • Duplex 	Remove the device and press Go to clear the message.
61 Defective Disk	The printer detects a defective hard disk.	<ul style="list-style-type: none"> • Press Go to clear the message and continue printing. • Install a different hard disk before you perform any operations that require one. See also: <i>Setup Guide</i>
62 Disk Full	There is not enough memory on the hard disk to store the data sent to the printer.	<ul style="list-style-type: none"> • Press Go to clear the message and continue processing. Any information not previously stored on the hard disk is deleted. • Delete fonts, macros, and other data stored on the hard disk.

Understanding the printer messages

Message	What this message means	What you can do
63 Unformatted Disk	The printer detects an unformatted hard disk.	<ul style="list-style-type: none"> Press Go to clear the message and continue printing. Format the disk before performing any disk operations. To format the disk, select Format Disk from the Utilities Menu. If the error message remains, the hard disk may be defective and require replacing. Install a new hard disk and format it. <p>See also: Format Disk</p>
64 Unsupported Disk Format	The printer detects an unsupported disk format.	<ul style="list-style-type: none"> Press Go to clear the message. Format the disk. <p>Note: Disk operations will not be allowed until the disk is formatted.</p>
80 Scheduled Maintenance	The printer requires replacement of routine maintenance items to maintain top performance and avoid print quality and paper feed problems.	<p>Replace the maintenance items and reset the printer maintenance counter, if necessary.</p> <p>See also: Resetting the maintenance counter</p>
88 Toner Low	The printer has detected that the toner supply in the print cartridge is low. If you do not have a print cartridge on hand, order one now.	<ul style="list-style-type: none"> Shake the print cartridge to utilize the remaining toner. Replace the print cartridge. Press Go to clear the message and continue printing. The Supplies message is displayed until you replace the print cartridge. <p>See also: Replacing the print cartridge</p>
900–999 Service <message>	Messages labeled 900–999 relate to printer problems that may require printer service.	<p>Turn the printer off and check all cable connections. Turn the printer back on.</p> <p>See also: Contacting service</p>



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